

Provisioning Order Status (POS) System



User Guide

Last Revised: 3/18/2000













(System Version 2.1.0)

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Chapter 1 About This Guide

Purpose

The purpose of this user guide is to aid you in learning to use the Provisioning Order Status application. Both experienced and inexperienced users can use the guide. New users may want to read the entire manual; experienced users may just need to look up a specific functionality using the Table of Contents.

Organization

This user guide is divided into the following parts:

- Chapter 1 About this Guide
- Chapter 2 Introduction
- Chapter 3 Getting Started

Chapter 1, About this Guide, tells you the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions; and directs you to related information that will aid you in using Provisioning Order Status.

Chapter 2, Introduction, discusses Provisioning Order Status and its installation requirements, how to connect through Toolbar, what the system hours and availability are, specific questions about Microsoft Windows®, and specific procedures for accessing Provisioning Order Status's online help.

Chapter 3, Getting Started, discusses Provisioning Order Status, logging on and logging off, The Provisioning Order Status Desktop and its menus and windows.

Conventions Used in the Guide

Icon, keyboard, field, window, tab, button, menu, and option names are in **bold**. Steps in the task-based procedures are in **bold** and numbered. Screen prints related to the step follow the step.

Chapter 2 Introduction

Overview

This document is designed to help you understand and navigate Provisioning Order Status (POS).

POS makes it possible to retrieve service order provisioning information to determine the pending or dispatched status of an order. Information can be obtained for orders that require field visits and for those that don't (i.e., no field work orders). The information presented includes a variety of information including the status of the order, if it has been dispatched, and any notes regarding the order.

This application is available to Pacific Bell/Nevada Bell (P*B/N*B) and Southwestern Bell (SWBT) Competitive Local Exchange Carriers (CLECs).

P*B/N*B Service orders that are in a provisioning status may be reviewed from the time the service order is issued until 3 calendar days after the service order completes. From that point, partial information is available for an additional 42 calendar days. This partial information is limited to the telephone number, order number, due date, completed date, exchange, market segment, number of inward lines and notes entered by the dispatcher and/or technician.

P*B/N*B POS currently provides status for Resale Basic Exchange, Directory Number Call Forwarding (DNCF), and Unbundled Network Element (UNE) orders. Special orders for accounts such as Private Line or Multi Wire Center Circuits are not currently supported. For provisioning information about orders not supported by POS contact the Local Service Center at (800) 458-4477, option 6.

For P*B/N*B the service order number, telephone number (TN), Billing Account Number (BAN) or Operating Company Number (OCN) are required to request provisioning status. Data-level security is keyed to the OCN. Individuals from one company will not be allowed to view service orders for another company.

SWBT Service orders that are in a provisioning status may be reviewed from the time the service order is issued until 10 calendar days after the service order completes for no field work orders or for 30 days after the service order completes for field work orders.

SWBT POS currently provides status for plain old telephone service (POTS), Unbundled Network Element Combo and non-designed circuits orders. Special orders for accounts such as design circuits (i.e., BRI, PRI, ADSL), Unbundled Network Element Loop (UNE Loop), Private Line or Multi Wire Center Circuits are not currently supported. For provisioning information about orders not supported by POS contact the Local Operations Center at (800) 220-4818.

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For SWBT the service order number, telephone number (TN), Purchase Order Number (PON), Circuit ID or Master Company Number (MCN) are required to request provisioning status. Data-level security is keyed to the MCN. Individuals from one company will not be allowed to view service orders for another company.

POS is part of our Operational Support Systems (OSSs) and is Year 2000 (Y2K) ready.

Installation Requirements

Software Requirements

Toolbar and its **Provisioning Order Status** application run in the Windows® 95™ or Windows NT™ environment. **Toolbar** is accessible through dial-up or private line connections. If you have installed a private-line connection to Southwestern Bell or Pacific Bell/Nevada Bell, you will need to have a Transmission Control Protocol (TCP) stack on your PC. We recommend Chameleon 4.x, Microsoft, or Windows 95/NT. Using a different TCP stack may produce unreliable results.

Hardware Requirements

Computer	IBM PC Compatible; 486 or greater
RAM	Win 95; 16 MB or higher, NT; 32MB or higher
Hard Drive	30 MB of available space or higher
Disk Drive	3.5 inch High Density
Monitor	VGA-compatible video driver
Modem	(Required for dial up access) 14,400 bps minimum; 28,880 bps recommended.
Mouse	

Connecting to Provisioning Order Status

Access to Provisioning Order Status is through the Toolbar. Please see the Toolbar User's Guide for Connecting Instructions.

The Toolbar User ID controls security for POS. Data-level security is performed using OCN/MCN code associated with a service order and each User ID.

System Availability and Support

Hours of Business – PB/NB

4:00 a.m.	1:00 a.m.	Pacific Time (PT)	Monday through Friday
4:00 a.m.	12:00 a.m.	Pacific Time (PT)	Saturday
6:00 a.m.	1:00 a.m.	Pacific Time (PT)	Sunday

Hours of Business - SWBT

2:30 a.m.	12:30 a.m.	Central Time (CT)	Monday through Friday
2:30 a.m.	12:00 a.m.	Central Time (CT)	Saturday
6:00 a.m.	12:30 a.m.	Central Time (CT)	Sunday

Help Desk

The IS Call Center is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

IS Call Center Hours :

(Note: off-shift hours covered by voice mail activated pager for emergencies)

7:00 a.m.	10:00 p.m.	Central Time (CT)	Monday through Friday
8:00 a.m.	5:00 p.m.	Central Time (CT)	Saturday

IS Call Center Phone Number	314-235-7225
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Questions about Microsoft Windows®

Windows is a Graphical User Interface (GUI), which means you can work with your computer by clicking buttons and dragging icons. You can also understand how the computer works by looking at its graphical display. This is better than remembering command lines that you need to type in, as in Microsoft DOS™ applications.

Windows displays rectangular areas on the screen in a document or an application. Because **Provisioning Order Status** works under the Windows environment, you can switch back and forth between a **Provisioning Order Status** window and another application's window. Also, once you've learned how to work with menus and buttons in one Windows application, you can use that knowledge in **Provisioning Order Status**.

The **Provisioning Order Status** documentation assumes you have some familiarity with Microsoft Windows 95™ or Windows NT™. The intention of the following tips is to cover a few basic principles. Please see your Microsoft Windows 95 or Windows NT user guide or online help for more detailed instructions and documentation.

Using the Mouse

In Windows applications, you use your mouse to maneuver your pointer around the application. You may use your mouse to:

- | | |
|--------------|---|
| Point | Move the pointer to a specified place on your screen. |
| Click | Press and release your mouse button. |
| Drag | Hold down your mouse button, move the mouse while holding button down, then release the mouse button. |
| Double-click | Press and release your mouse button twice in rapid succession. |

Your primary mouse button is the left button on your two-button mouse. If you are left-handed, you may switch your buttons in your Windows **Control Panel** and move your mouse to the left side of your workstation. Your mouse pointer displays differently depending on where it is in your window.



The standard pointer displays as an arrow pointing up and slightly to the left.



When you move your pointer close to the edge of a moveable window or column, it changes to a two-headed arrow.



A blinking I-beam indicates you've entered a text area, such as the service order number field in Provisioning Order Status.



An hourglass denotes that the program is busy.

Using Keyboard Shortcuts

Every menu name or command in Windows 95 contains keyboard shortcuts. You may use the shortcuts by pressing the **ALT** key plus the underlined character of the menu name or command at the same time. For example, you can activate the **F**ile menu by pressing **ALT+F**.

Many of the menu options contain other keyboard shortcuts. Once the drop-down menu has been activated, the keyboard shortcut is the underlined letter of each option. For example, once you've activated the **F**ile menu, you may exit the **O**rders application by pressing **X**. You may also use your directional arrows (**↑** and **↓**) to move to the **E**xit option.

For additional shortcut key information, type "Keyboard Shortcuts" in your Windows help **I**ndex.

Selecting Icons and Activating the Toolbar

Icons are graphical elements that represent an object that you can manipulate. Our Toolbar contains an icon that allows you to access the **Provisioning Order Status** application. You click icons to activate them.



Toolbar

The **Toolbar** desktop icon requires a double click to activate. Once activated, you log on to the **Toolbar** and from there, you have access to the **Provisioning Order Status** application.



The **Provisioning Order Status** icon on the **Toolbar** requires a single click to activate. Clicking the icon logs you on to the **Provisioning Order Status** application. You must go through the **Toolbar** to get to this icon.

Note: The icons that will be available to you will depend upon which applications you have been assigned.

Accessing Online Help

There are two levels of online help in **Provisioning Order Status**:

- Help Menu
- Micro-level help

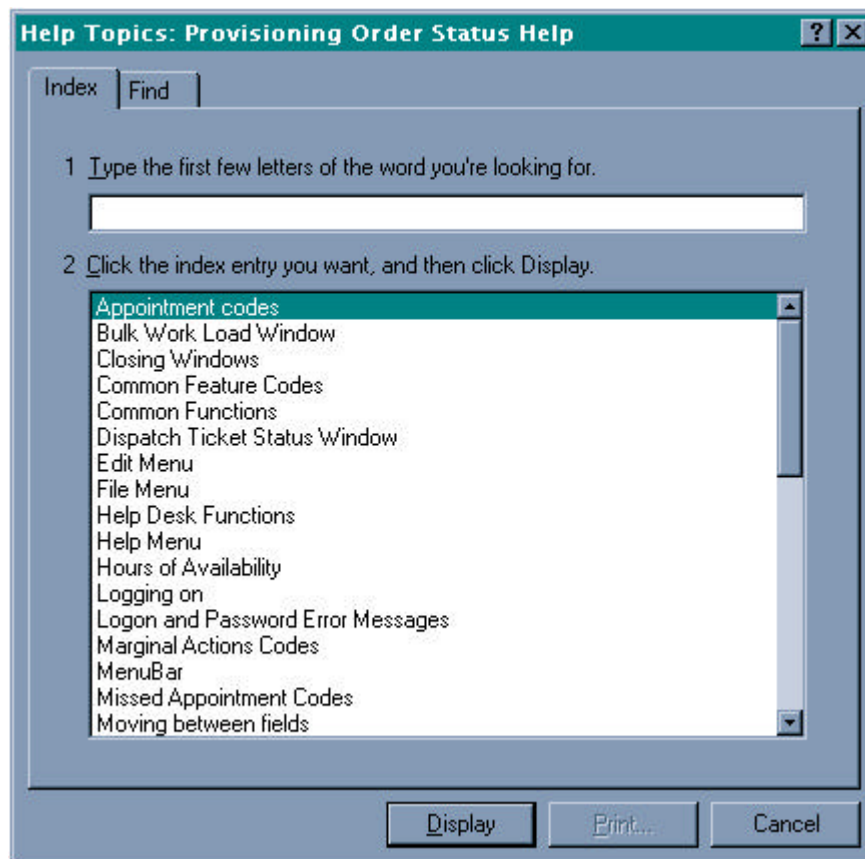
Help Menu and Button

The **Help** menu or button allows you to view general topics about **Provisioning Order Status**, such as an overview of the system or the telephone number for the Help Desk Support. It also provides an index that allows you to search for topics.

Help Search Page

When you open the help from the **Help** → **Help Topics** option, or click on the Help Button, the help file displays the **Help Topics: Provisioning Order Status** window. This window has two tabs available, the **Index** and the **Find** tabs.

Index Tab



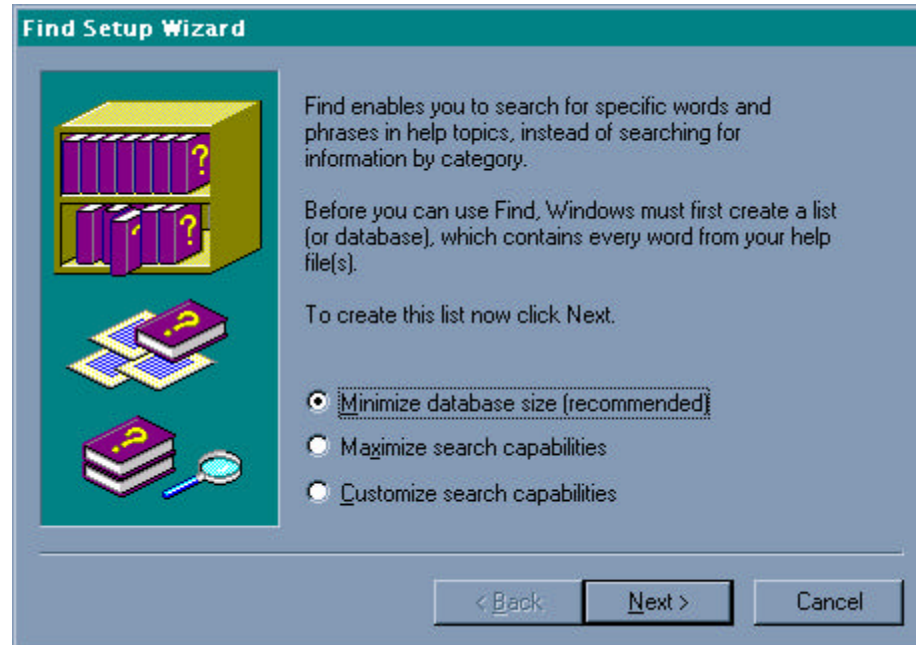
In the section 1 field window, you can type in the first few letters of the word you are looking for. As you type, Help will show matches in the section 2 window. When you see a topic you want information on, you can click the topic to highlight it, then click the Display button to show that topic.

Find Tab – Building the Database

Provisioning Order Status Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the

Find tab, you will be asked to allow the help database to be built. The following steps indicate the process:

1. **Click the Find tab. The Find Setup Wizard window opens.**

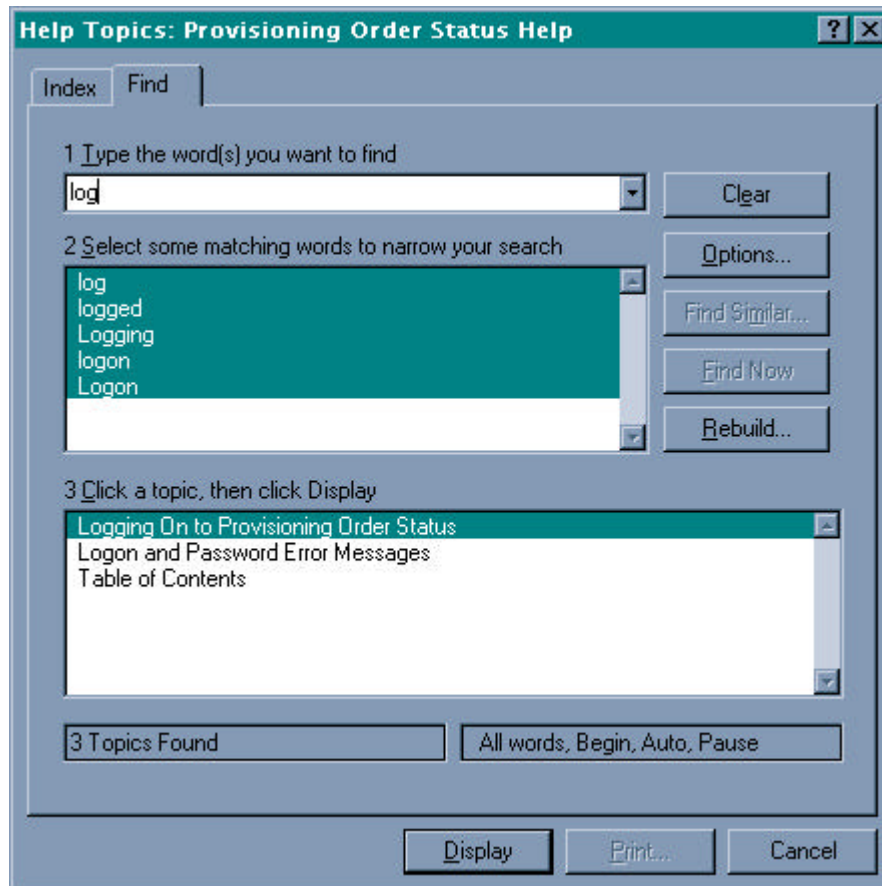


The **Minimize database size (recommended)** listing is pre-chosen by default. This is the most efficient type of build and you should keep it selected.

2. **Keeping the default settings, click the Next button. The Find Setup Wizard will prompt you with the following window.**



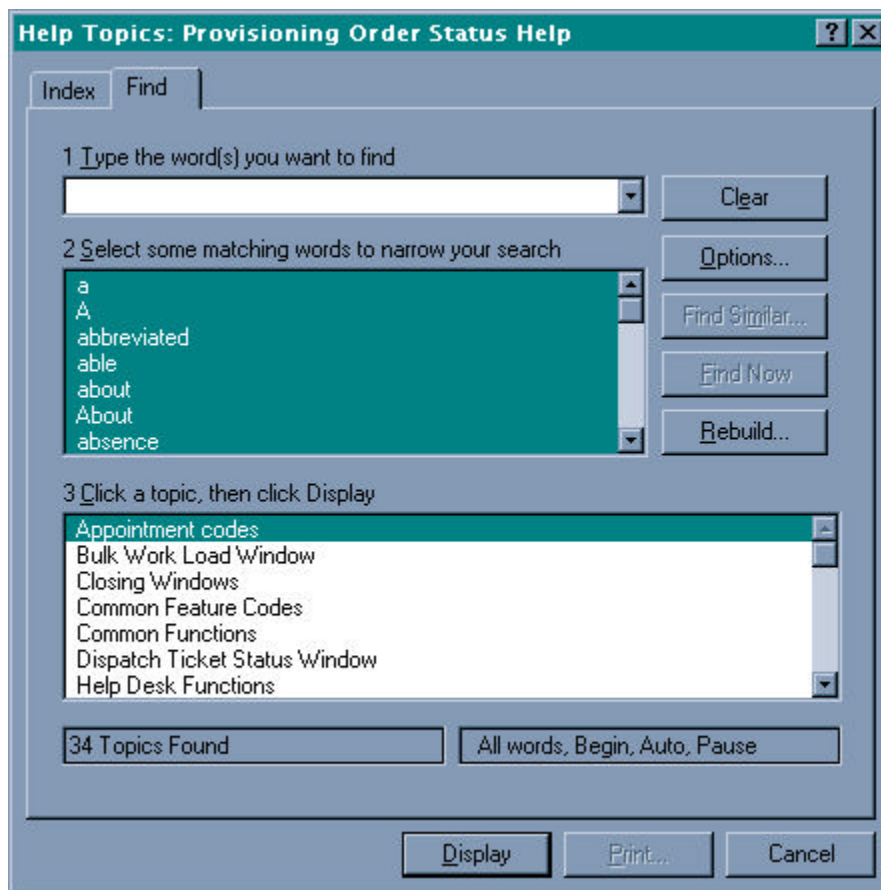
3. Click the Finish button. The Help system will create the Find database and display the *Help Topics: Provisioning Order Status* dialog box showing the Find tab.



When you have completed these steps, you should be able to access Find without having to rebuild the database again.

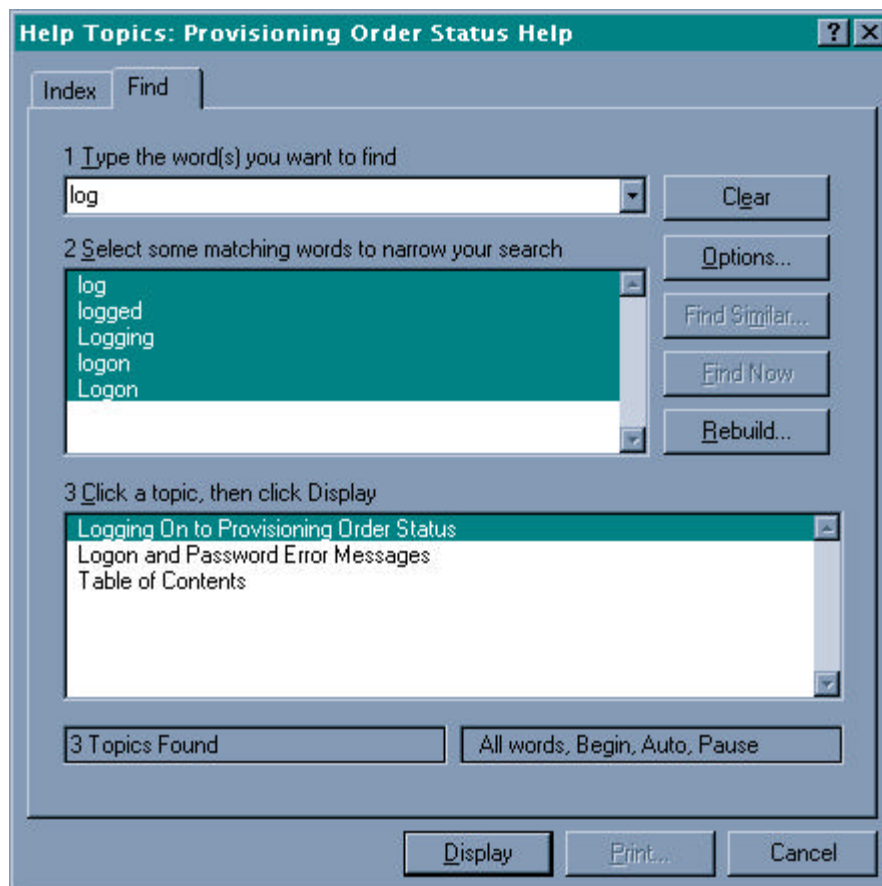
Help Find Tab - After the Database is Built

Provisioning Order Status Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the Find tab, you will be asked to allow the help database to be built. This instruction assumes you have already performed that process.



Note: To change the way help reacts to what you type into section 1, click the **Options...** button for additional settings.

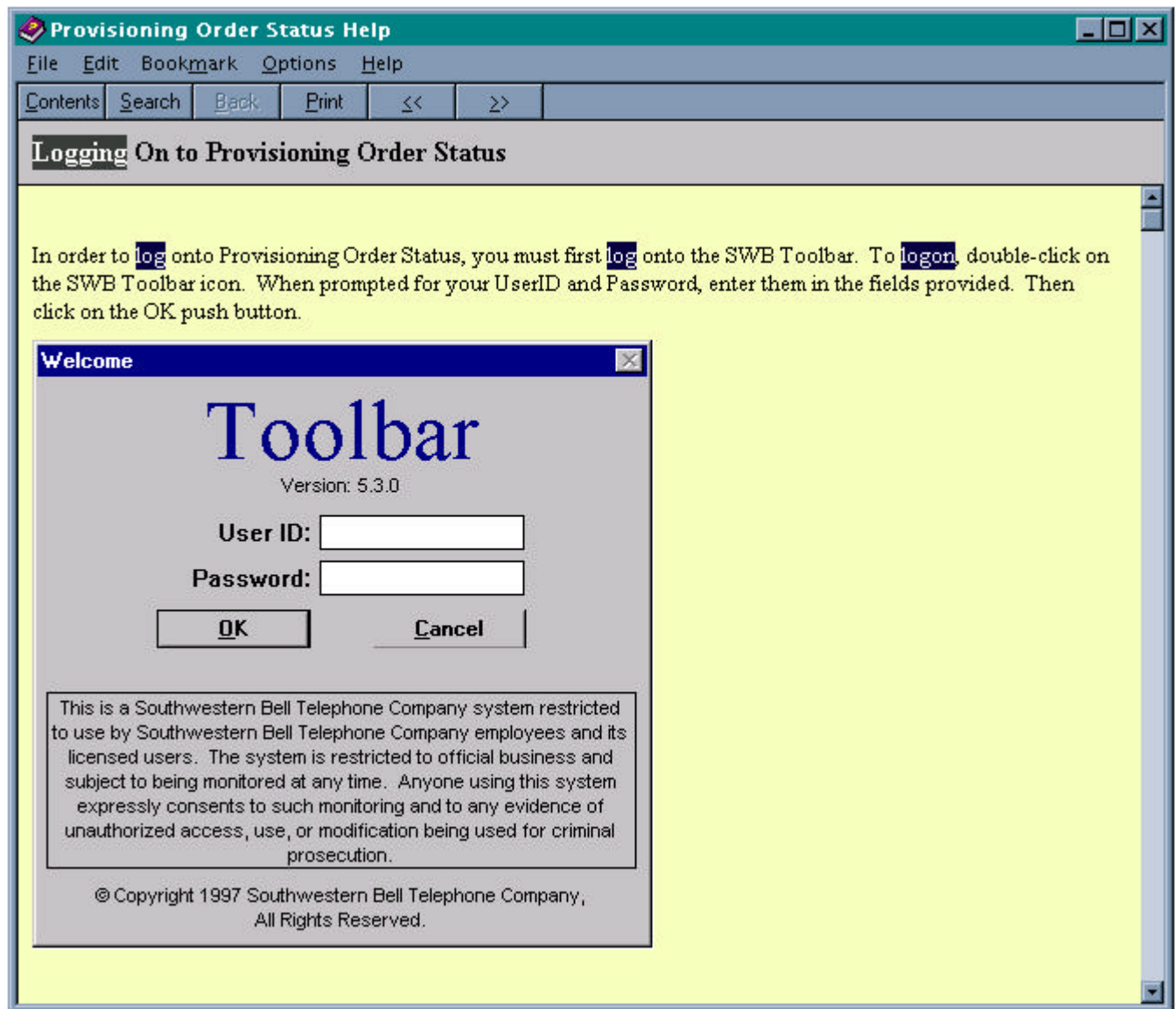
1. In section 1, type the search word or phrase. As you type, section 2 displays the matches found on your word or phrase and section 3 displays the topics for those matches.



2. Click on one of the matching words in section 2, and help will display topics for that match in the section 3 window.
3. Click the topic in section 3 that you want to view, then click the Display button. The selected topic is then displayed with the Help Topic window.

Help Window

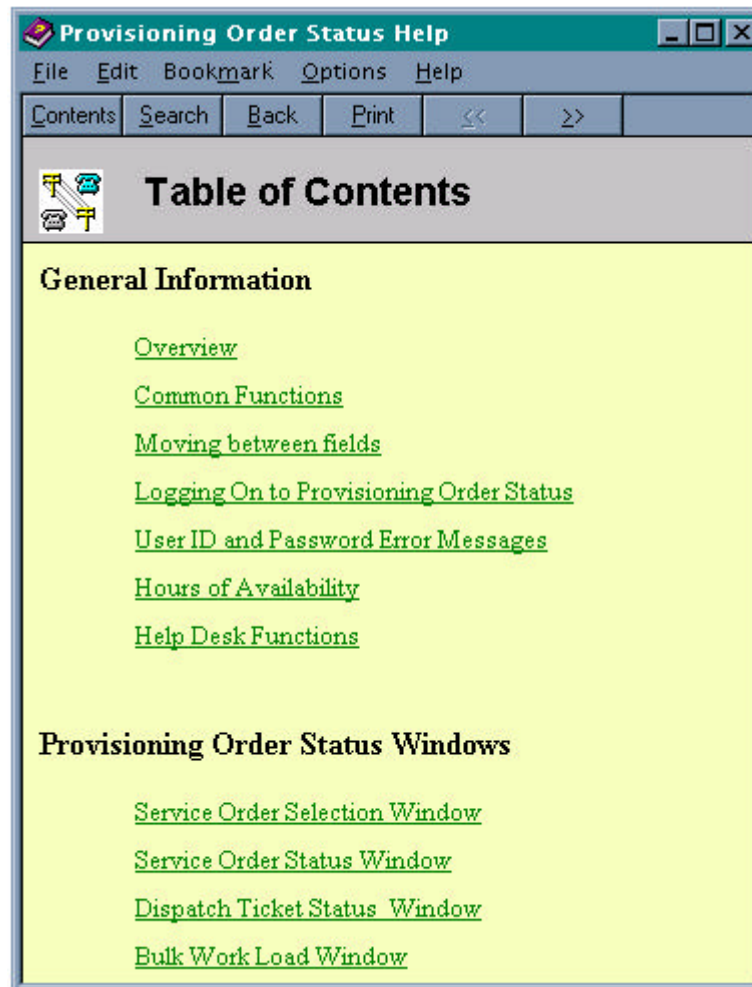
After clicking the **Display** button, help will display a window showing information about the topic you chose. Within this window are buttons for navigating the help system. Contents, Search, Back, Print and directional arrows.



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Contents Button

Clicking on a topic listed in the Contents page will display information about that topic.



Search Button

This button will return you to the Help Search window.

Back Button

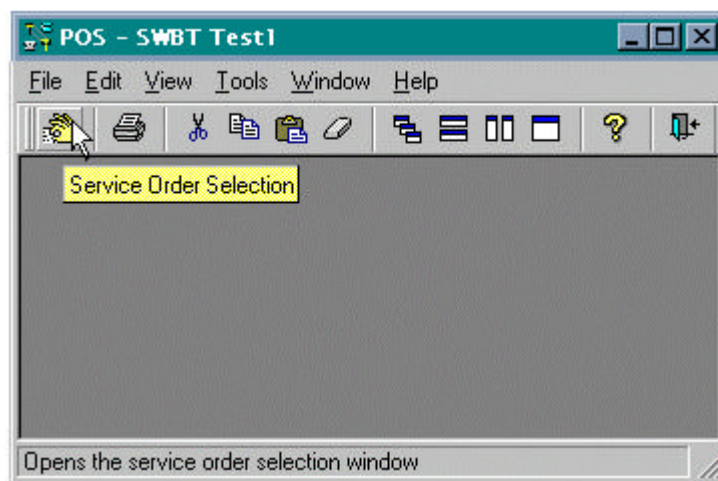
If you have looked at more than one help topic, clicking on the Back button will take you back to the topic you were previously viewing.

≤< (Page), >≥ (Page) Buttons

The page buttons will take you one page forward or backward, within the help files, for each time you click them. If you are at the first page of the help files, the previous page button, ≤< , will be grayed out. This is true for the next page button, >≥ , if you are on the last page.

Micro-level Help

Each time you move your mouse pointer over a menu button, micro-help displays at the bottom of your window. This micro help is an expansion of the short explanations you see displayed below the tool bar help buttons as the mouse rests over them. For example, if your mouse pointer is resting over the **Service Order Selection** button, you will see **Opens the Service Order Selection Window** displayed in the micro help area.



Micro-Help →

Note: The Micro-help and short button explanations can be toggled on and off by clicking on the menu item **T**ools→**C**ustomize Toolbars..., then clicking the **S**how Tool Tips checkbox.

Chapter 3 Getting Started

Toolbar

Software Distribution

After you have established an account with your Account Manager and requested user IDs for the application, you will receive a set of diskettes. You will use these diskettes to install the **Toolbar**. Simply insert the first diskette and select **Run** from the **Start** button on your Taskbar. Type **A:\setup** and click **OK**. Follow the instructions of the on-screen prompts. This will include specifying a directory on which to install the **Toolbar** and possibly specifying a network user ID and password, if you have chosen a dial-up connection. When specifying the directory for storing Toolbar, it is recommended that the default location recommended by the installation package be used. The network User ID, network password, Provisioning Order Status User ID and Provisioning Order Status default password will be provided with the Toolbar diskettes.

If you are accessing the **Toolbar** in dial-up mode, you will need to configure your native dialer. We will provide instructions with the **Toolbar** installation package. After installing the **Toolbar**, the **Toolbar** icon displays on your desktop. If you encounter any problems during the logon procedure, contact the IS Call Center at (314) 235-7225.

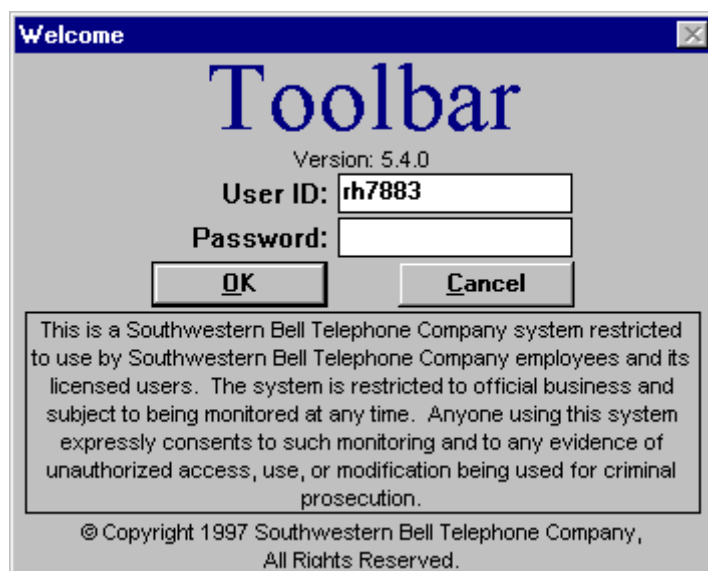
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Logging on to the Toolbar

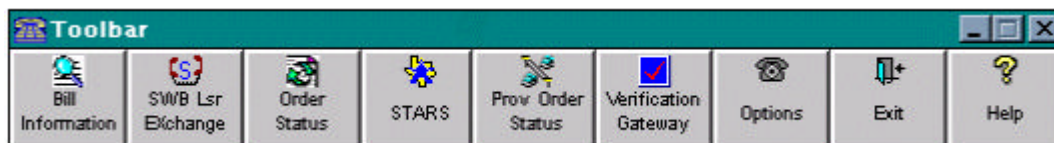
1. Locate the Toolbar icon on your PC desktop.



2. Double-click the icon. The Toolbar Welcome dialog box opens.



3. Type your User ID and Password and click OK. The Toolbar opens. The Toolbar connects you to our server. This server downloads the icons for the applications you can access.



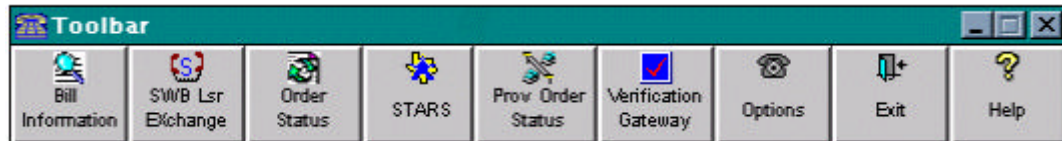
Note: *Our Software Distributor automatically notifies you of new application releases through the Toolbar. You must download the new release or you won't be able to logon to Provisioning Order Status.*

Note: *The icons that will be available to you will depend upon which applications you have been assigned.*

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Logging off the Toolbar

1. Click the Exit icon on the Toolbar.



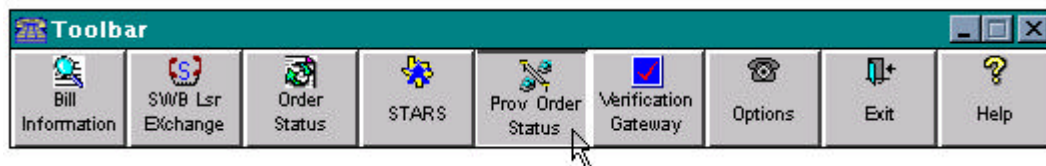
Note: *The icons that will be available to you will depend upon which applications you have been assigned.*

Accessing Provisioning Order Status

The **Toolbar** provides a single point from which to launch **Provisioning Order Status**. Once you have logged on to the **Toolbar**, you can access **Provisioning Order Status**.

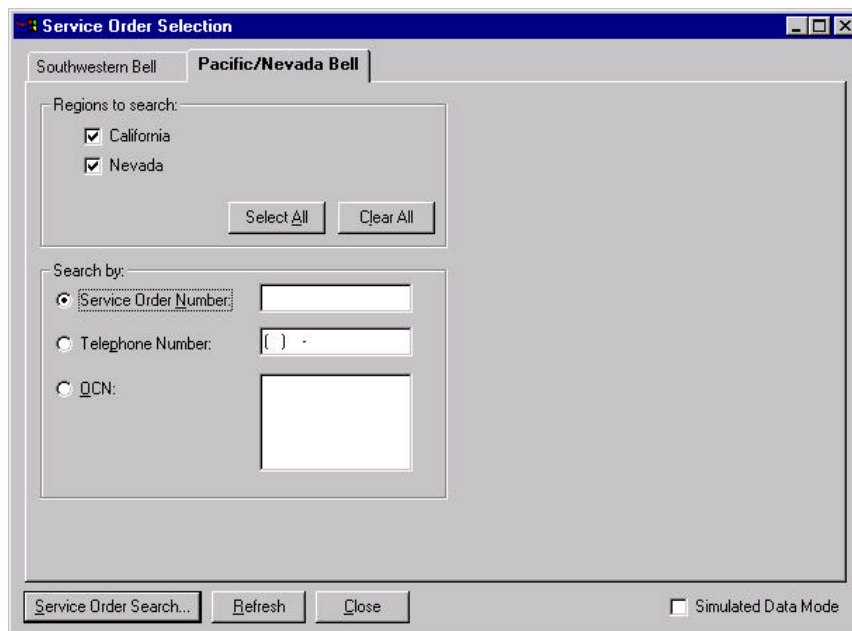
Launching Provisioning Order Status

1. Click the Provisioning Order Status icon on the Toolbar.



Note: The icons that will be available to you will depend upon which applications you have been assigned.

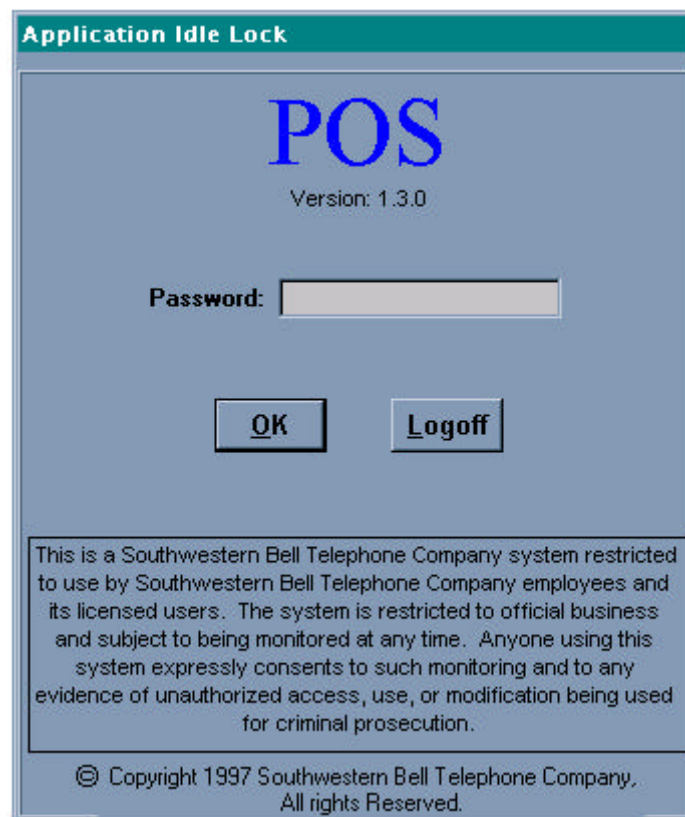
2. The operating system launches the Provisioning Order Status application and displays the main window of the application.



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Provisioning Order Status Application Idle Lock

1. If you've had the Provisioning Order Status application open but inactive for more than 15 minutes, you'll receive the Application Idle Lock dialog box.



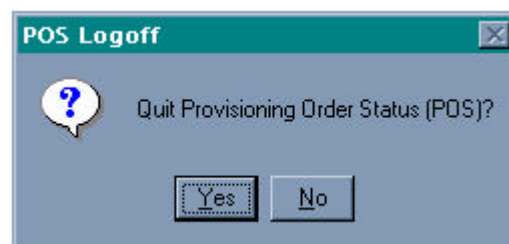
2. You may click Logoff to exit the application or re-type your Toolbar password and click OK to re-enter Provisioning Order Status. You will not be able to re-enter Provisioning Order Status until you re-enter your password.

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Exiting Provisioning Order Status

1. From the File menu, choose Exit or click on the EXIT button on the Provisioning Order Status Toolbar.
2. The Provisioning Order Status application prompts you with the following message. Click Yes or press Enter.

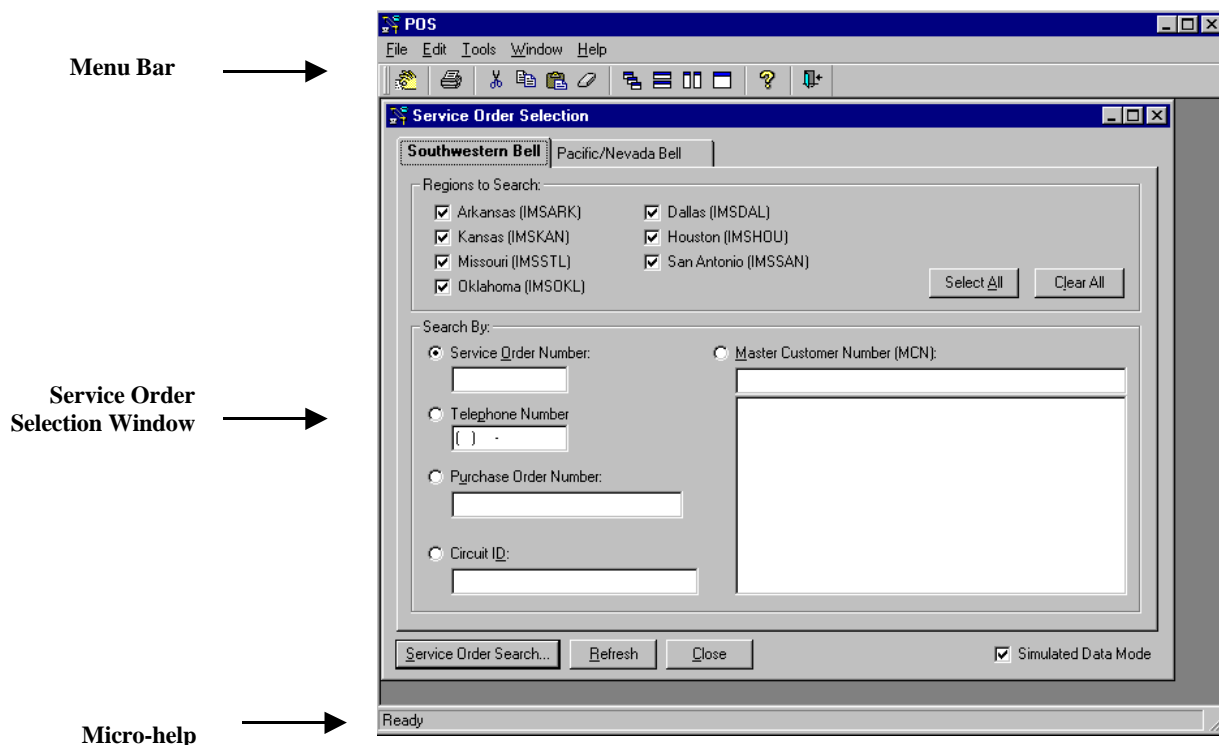
*Note: You will only be prompted if the **Prompt to exit the application** option is checked in the **Tools→Application Options...** dialog box.*



Provisioning Order Status Desktop

The Provisioning Order Status desktop consists of these main sections.

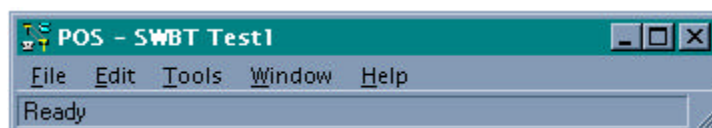
- | | |
|--|---|
| Menus | The pull down menus allow you to open and print windows, and perform various desktop functions. |
| Tool Bar Buttons | The tool bar is the row of buttons that act as a shortcut to the more often used commands available in the menus. Note: The Toolbar buttons are not displayed on the example below due to space constraints. |
| Service Order Selection Window | This window is used to define the service order(s) selection criteria and for P*B/N*B requires a Service Order Number, TN, BAN, or OCN. For SWBT, the Service Order Selection Window requires a Service Order Number, TN, PON, Circuit ID or MCN. |
| Service Order List & Detail Windows | This window displays a list of service orders that meet the selection criteria defined in the Service Order Selection window. For P*B/N*B, the Service Order List windows include the following columns of data: Telephone Number, Service Order Number, Status, Due Date, Completed Date and Operating Company Number (OCN). For SWBT, the Service Order List window includes the following columns of data: Telephone Number, Service Order Number, and Due Date. |



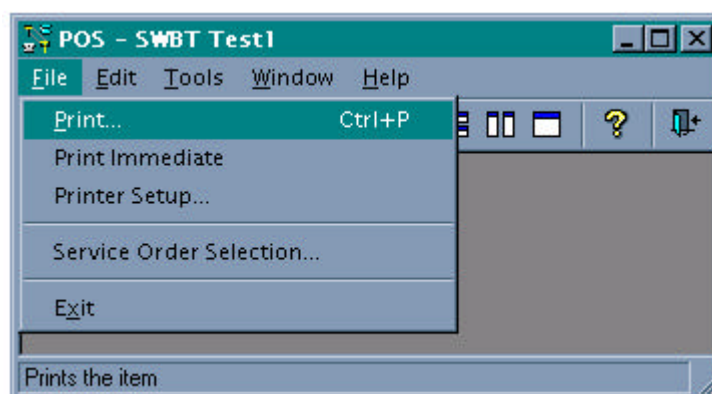
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Menus

At the top of the Provisioning Order Status Desktop are the pull down menus **F**ile, **E**dit, **V**iew, **T**ools, **W**indow, and **H**elp. These menus allow you to open and print the different POS Windows and perform various other Desktop functions.



File menu options



Print...

This option is available for all windows within Provisioning Order Status. For most windows, clicking this option will launch the Print Options dialog box, from which you can then print a document based on the window you have active. The Dialog box allows you to select a document printing options and different printer if you wish to print to one other than your default printer.

If the 'Print Options' window does not open when you select the Print button, the image of the current window is printed to your default printer.

Print Immediate

Clicking on this option immediately prints any active window. No Print Dialog box is displayed, and the print job will go to your default printer.

Printer Setup...

This command launches a Printer Selection window. If you have more than one printer available, you may click on a printer to highlight the one you want Provisioning Order Status to print to. Once you have selected a printer you may click **OK** to return to Provisioning Order Status, or click the **Setup...** button to access the configuration settings for the printer you highlighted. Clicking the **Cancel** button will close the Printer Setup window and return you to Provisioning Order Status without making any changes to your printer.

Service Order Selection...

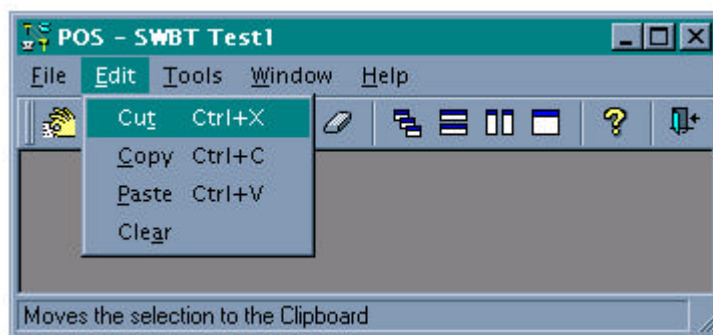
Clicking on this option will launch the Service Order Selection window. Additionally, if the Service Order Selection window has already been launched, but another window is active, clicking on this option will make Service Order Selection the active window and display it on top.

Exit

You may click on this option to exit the Order Status application.

Note: When a menu command is not available, the command will be grayed out on the menu list.

Edit menu options



Cut

This option is only available when the cursor is within user editable data fields (e.g. Service Order Number or Telephone Number, etc.) within the Service Order Selection window. When at least one character has been highlighted, clicking on this option removes the selected text from its original location so that it can be pasted elsewhere in Provisioning Order Status or other Windows applications.

Copy

This option is available any time you have highlighted text within a user editable field, or when you have selected text. With a selection highlighted, clicking on this option will copy the selected text without altering its original location so that it can be duplicated (pasted) elsewhere in Provisioning Order Status or any other Windows application.

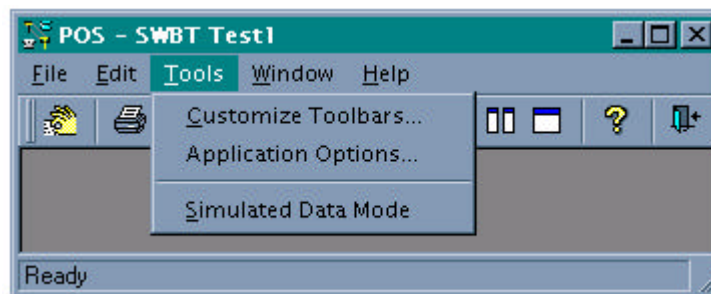
Paste

This option is available when the cursor is within user editable data fields within the Service Order Selection window. Clicking on this option will place text that has been copied or cut. The text will be placed at the current point of the editing cursor including overwriting entire highlighted selections.

Clear

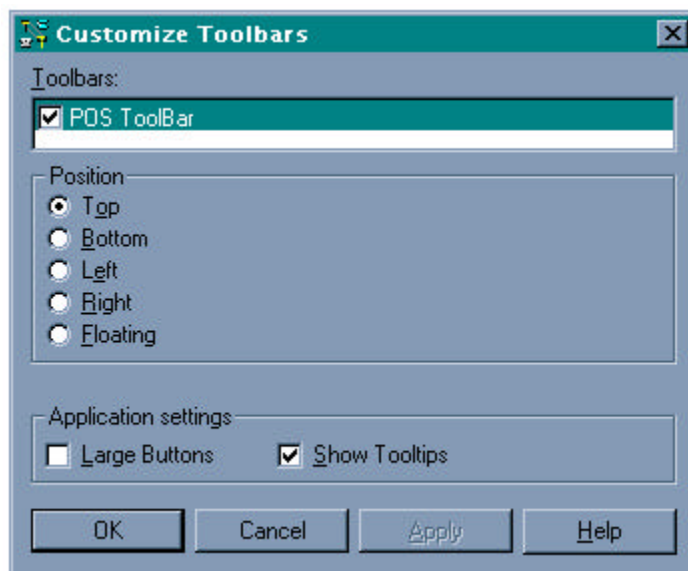
Clear will remove any highlighted text from within a user editable field, but does not copy the text to the clipboard.

Tools menu options



Customize Toolbars...

Clicking this option displays the Customize Toolbars window. The window has three panels available for configuring how the Service Order Tool Bar displays. Changes made in the Customize Toolbars window may be tested by clicking the Apply button, canceled by clicking the Cancel button, or invoked by clicking the OK button.



Toolbars:

This panel has a window displaying the check box for the Frame Bar. Clicking the check box on or off indicates whether the tool bar buttons should display or not.

Position

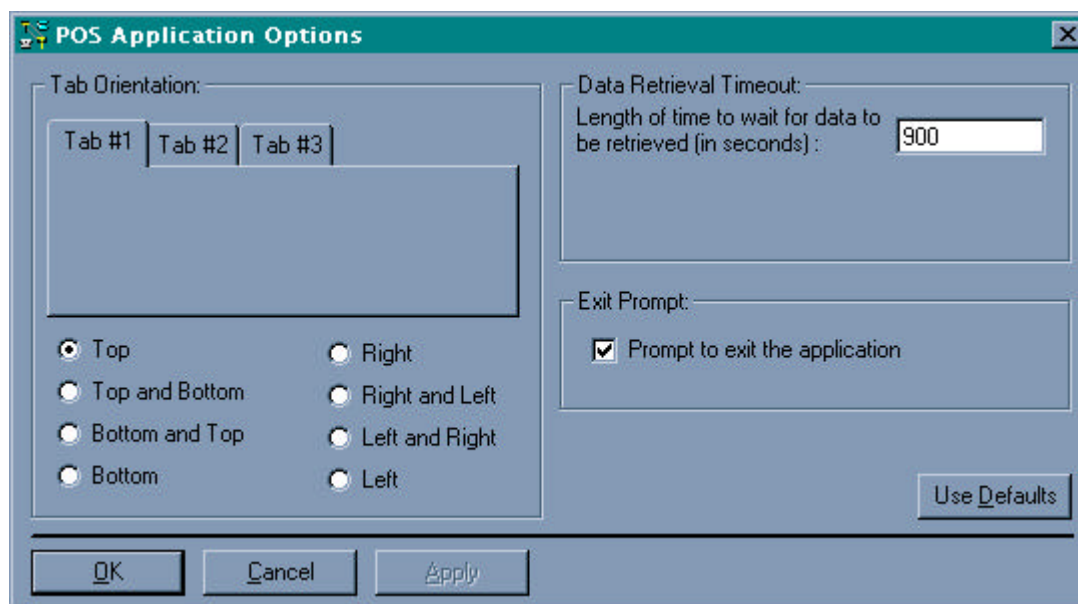
The position panel has a listing of available positions, (top, bottom, etc.), that indicate where the Provisioning Order Status toolbar should display. Click the radio button in front of the listing to indicate where you would like the toolbar to display within the Provisioning Order Status desktop.

Application Settings

This panel lists the **Large Buttons** and **Show Tool Tips** options. The **Large Buttons** check box toggles on or off, the text displayed on the tool bar buttons. The **Show Tool Tips** check box, toggles on or off, the short button explanations, (displayed as you hover over a button), and the Micro-help (displayed at the bottom of the screen). Click in a check box to toggle it on or off.

Application Options...

Clicking on this command displays the Provisioning Order Status Applications Options window. There are three option panels that can be configured within this window. A **Use Defaults** button is also offered. Clicking this button will set all options to the application defaults.



Tab Orientation

The Tab Orientation panel is used to define how tabs in a multi-tabbed window are displayed, (e.g., top, bottom, right, left, etc.). Click on the radio button in front of the listing that describes the tab orientation you would like.

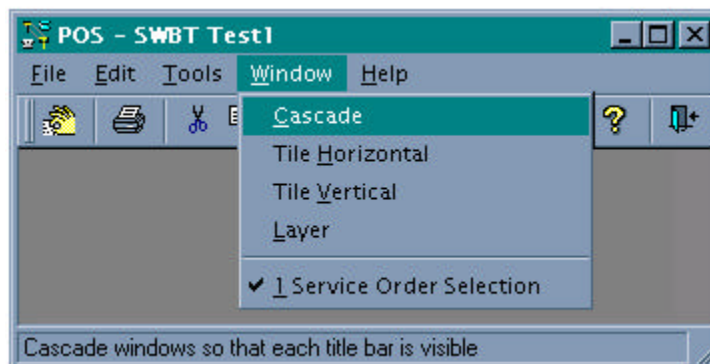
Data Retrieval Timeout

Use this option panel to adjust the amount of time (in seconds) to wait for data to be retrieved before "timing out" (canceling a list or report request). You may type into the field window, the time out period you wish.

Exit Prompt

The Exit Prompt panel allows you to choose whether or not you want a warning message to display prior to actually exiting Provisioning Order Status. This is useful to prevent exiting when the exit button is clicked by mistake. Click in the check box to turn this option on or off.

Window menu options



Cascade

Clicking this option arranges all of the open windows within Provisioning Order Status, one on top of the other, in “waterfall” fashion. The window active at the time the Cascade command is selected appears on top.

Tile Horizontal

Clicking this option arranges all of the open windows within Provisioning Order Status, horizontally, one above the other. The window that is active when you invoke this command will be the top window.

Tile Vertical

Clicking this option arranges all of the open windows within Provisioning Order Status, vertically, one next to the other. The window that is active when you invoke this command will be the left most window.

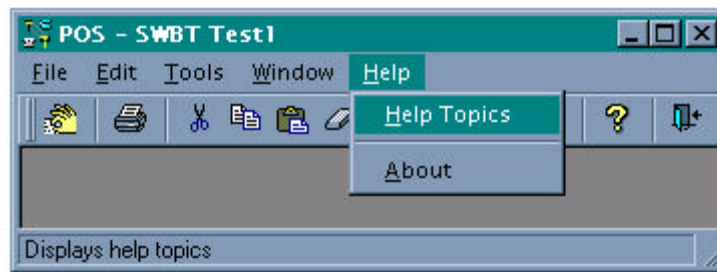
Layer

Clicking this option arranges all of the open windows within Provisioning Order Status, one on top of the other. Windows are "overlaid" full height and width. The window that is active when you invoke this command will be the top window.

List Panel

This bottom panel on the Window Menu is dynamic. The panel will list any window you have open within Provisioning Order Status. A check mark appears next to the listed window that is active. You can change to and view any window in this list by clicking on it.

Help menu options



Help Topics

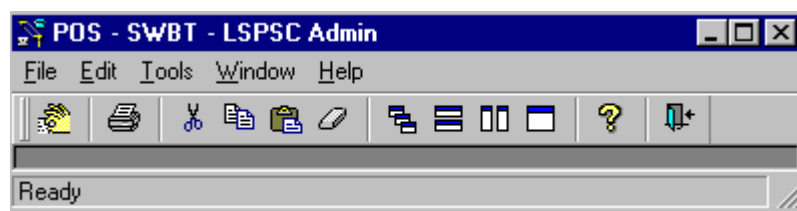
This option displays the Provisioning Order Status On-line Help files, opening to the help Search page. For further information about On-line Help see section 2, *Accessing On-line Help*.

About

The About option displays the Provisioning Order Status version and copyright window. The Help Desk may ask you for the version number if you call them.

POS Application Window Toolbar

The POS application window toolbar, pictured below, makes it possible to quickly execute many common functions. These functions may also be executed from the File, Edit, Window or Help drop down menus.



A brief description of POS toolbar buttons follows.

Select Orders 

Displays or activates the Service Order Selection window.

Print 

Prints the information displayed on the selected tab (i.e. when the Note Tab is the active tab and note information is displayed, selecting the print option will print the note information).

Cut 

Copies the contents of the selected information to the clipboard. Deletes the original selected information. Use your mouse to highlight the selected information then click on the cut button.

Copy 

Copies the contents of the selected information to the clipboard. Does not alter the original selected information. Use your mouse to highlight the selected information then click on the copy button.

Paste 

Pastes the selected information from the clipboard to the desired location. Position your cursor where you want the information from the clipboard places and click on the paste button.

Clear 

Deletes the selected information.

Cascade 

Displays all open windows in “waterfall” fashion, with the active window on top.

Tile Horizontal 

Displays all open windows horizontally.

Tile Vertical 

Displays all open windows vertically.

Layer 

Expands the active window to fill the screen. Stacks all open windows beneath the active window in “card deck” fashion.

Help 

Displays the On-line help table of contents.

Exit 

Closes the application and returns focus to an active application or the Windows desktop.

Service Order Selection – Pacific Bell/Nevada Bell

To initiate a service order search, click on the Select Orders button on the POS application toolbar. (*The Service Order Selection option can also be selected from the File menu.*) The Service Order Selection window will be displayed as pictured below.

Service Order Selection Window – Pacific Bell/Nevada Bell

The screenshot shows a window titled "Service Order Selection" with a standard Windows-style title bar (minimize, maximize, close buttons). Inside the window, there are two tabs: "Southwestern Bell" and "Pacific Bell/Nevada Bell", with the latter being the active tab. Below the tabs, there is a section labeled "Regions to search:" containing two checked checkboxes for "California" and "Nevada". To the right of these checkboxes are two buttons: "Select All" and "Clear All". Below this section is another section labeled "Search by:" containing three radio buttons. The first radio button, labeled "Service Order Number:", is selected and is followed by a text input field. The second radio button, labeled "Telephone Number:", is followed by a text input field containing "() - ". The third radio button, labeled "OCN:", is followed by a larger, empty text input field. At the bottom of the window, there is a row of three buttons: "Service Order Search...", "Refresh", and "Close". To the right of these buttons is a checkbox labeled "Simulated Data Mode" which is checked.

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Regions to Search

Service Orders are stored in the P*B/N*B back end systems in one of two regions. Select the appropriate region, California or Nevada, to process your search. If a CLEC customer does not have an approved contract in every state the non-contracted states will be 'grayed out' and can not be selected.

Service Order Selection Entry

To select a service order, you must first define the search criteria by entering the appropriate information in Service Order Number, Telephone Number, or OCN fields. After entering data in one of these fields click on the Service Order Search button to begin the search.

Service Order Number	Enter the specific number associated with the service order for which you wish to retrieve information. The order number consists of a letter followed by eight numbers.
Telephone Number	Enter a telephone number consisting of 10 digits. A Billing Account Number (BAN) may also be entered in this field.
OCN (<i>Operating Company Number</i>)	OCN values associated with the User ID (<i>based on company</i>) are shown in the scrolling list box. If none of the available OCN values match the OCN on the service order a reject message will be displayed. To process an inquiry by OCN, select one OCN from the available list.

Simulated Data Mode

Ten simulated data test cases have been developed to use when training POS users. These test cases will make it possible to train new users on all POS functions and screens without knowledge of live account information. These test cases are meant to show the basic functionality of POS and will not include examples of all possible status codes or account types that can be viewed in live mode.

To access the test cases, sign on to the Toolbar and Provisioning Order Status, as usual, and select the simulated data mode check box. Enter a service order number or a telephone number (from below). Although in live mode an OCN from the list available for each user must match the OCN on the account, this edit was relaxed for these test

cases in order to make it easier to train on POS. The account returned will appear with sample data using the same screens and fields as if the user had requested a live account.

Selecting the simulated data mode check box will allow access to a special file that will be resident on each PC. Clicking on the check box a second time will deselect simulated data mode and will cause all further requests to be sent to the live application.

POS Test Cases

Status	Service Order Number	Telephone Number	Notes
2 – Marginal	D22222221	(222) 222-2221	Business Integrated Services Digital Network (ISDN) order without MLT Results
2 - Marginal	N22222222	(222) 222-2222	Residence order with Mechanized Loop Test (MLT) Results
3 - Sending for Dispatch	C33333331	(333) 333-3331	Residence with Missed Appointment Code
3 - Sending for Dispatch	N33333333	(333) 333-3333	Residence order
4 - Dispatch Pending	N44444441	(444) 444-4441	Residence order with Bulk Work Load Information
4 - Dispatch Pending	C44444444	(444) 444-4444	Multi line (6) Centrex Business order without Bulk Work Load Information. and special coordination (TBCC/FDT) indication
7 – Pending Auto Complete	N77777777	(777) 777-7777	Residence order with Appointment Code
8 - Auto Completed	C88888888	(888) 888-8888	Residence Unbundled Network Element (UNE), No Field Work Order with Missed Appointment Code
13 - Canceled	C13131313	(131) 313-1313	Residence order with Missed Appointment Code
Blank	T10010010	(100) 100-1000	Completed Business Order

Refreshing Window Information

To refresh (*clear*) information in this window, so that new selection criteria may be entered, simply click on the 'Refresh' push button.

Closing the Window

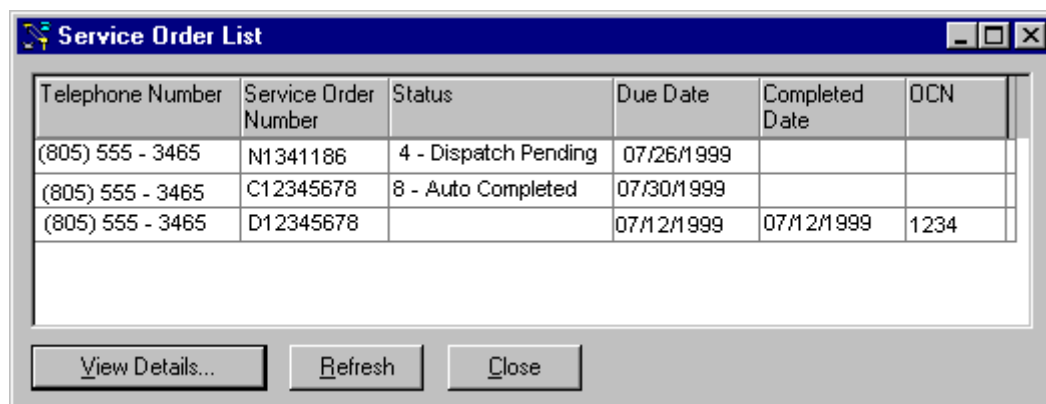
To close the application and return focus to an active application or the Windows desktop, click on the 'Close' push button.

Service Order List Window – Pacific Bell/Nevada Bell

The service order list window show the service orders that match the selection criteria defined on the Service Order Selection window.

Both pending and completed orders may be displayed in the same list. Completed service orders are available for up to 45 days after completion.


The Service Order List window is made up of several columns of information and three buttons, as shown below.




Telephone Number	Service Order Number	Status	Due Date	Completed Date	OCN
(805) 555 - 3465	N1341186	4 - Dispatch Pending	07/26/1999		
(805) 555 - 3465	C12345678	8 - Auto Completed	07/30/1999		
(805) 555 - 3465	D12345678		07/12/1999	07/12/1999	1234

View Details... Refresh Close

Resizing and Sorting by Columns

Positioning the cursor over the divider lines that separate the columns may change the individual column size. The resize cursor,  will be displayed. Hold down the mouse button and drag the line until the desired column width is achieved.

The default sort for the Service Order list is by Telephone Number. The entire Service Order List can be resorted by any column heading. To change the sort, move the mouse over a column heading until the **** cursor is displayed. Click the mouse to sort by that column. Click the mouse a second time to toggle between ascending and descending sort order.

Telephone Number

Shows the telephone number or billing account number (BAN), as applicable, for this order. Note: If the inquiry is processed by PON or OCN and there is more than one TN for the PON or the OCN the TN will not be shown on the list screen.

Service Order Number

Shows the Service Order Number for this order.

Status

Identifies the status for this order. Valid status codes are shown below:

Code	Explanation
-1	Order Does Not Exist in Database
0	No Field Work Order, MLT Scheduled
1	No Field Work Order, MLT Test Pending
2	No Field Work Order, Marginal Processing, Failed Mechanized MLT
3	Sending for Dispatch
4	Dispatch Pending
5	Dispatch Failed Internal Testing
7	No Field Work Order, Passed MLT, Pending Auto Complete
8	No Field Work Order, Auto Completed
9	No Field Work Order Auto Completion Failed
10	Completion Notice Received From LMOS
11	Missed Appointment Code Notice Received From LMOS
12	No Field Work / Field Work Order Successfully Completed
13	No Field Work / Field Work Order Canceled
14	Invalid Order Number
15	Order Placed on Hold, Requires User Interface
16	Field Work Order in Jeopardy
17	No Field Work Order Scheduled for SORD Completion
18	Field Work Order Scheduled for SORD Completion
20	Local Status
22	Completion on Hold Due to a Related Service Order
24	From and To Coordination
27	Field Work Order, with Service and Equipment Changes, Awaiting SORD Completion
28	Field Work Order, With Service and Equipment Changes, Auto Completed in SORD
29	Field Work Order, With Service and Equipment Changed, Failed Auto Completion In SORD
55	Local Status, Ready to Complete
99	Order Manually Added to Marginal Processing (Temporary Code, Should Change to Status Code 2 within 15 minutes.)

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Due Date

Shows the due date for this order. If the order is completed this date will be blank.

Completed Date

Shows the completion date for this order. If the order is not completed this date will be blank. If the order has been completed more than 3 days the Status field will be blank.

OCN

Shows the Operating Company Number (OCN) associated with this order.

View Details Button

Select this button to display the details for the highlighted order. You may also display the details by double clicking on the Service Order Number.

Refresh Button

When a Provisioning Order Status window remains open for an extended period of time the order data can become outdated. To refresh (update) the information for this window, so that it reflects any new activity, click on the Refresh button.

Close Button

Clicking on this button closes the Service Order List window and makes the Service Order Selection window active.

Service Order Information – Pacific Bell/Nevada Bell

When a service order meets criteria defined by a service order selection search, the Order Status window displays results consisting of general order information at the top, selection tabs to view different order information in the center of the window and dispatch ticket information at the bottom of window. Detail tabs that have a red check mark to the left of the label will have information associated with the tab. The absence of a red check mark on a tab indicates that no data exists for that detail tab, for the selected service order.

Order Status Window – Pacific Bell/Nevada Bell

Telephone Number: Order Number: Due Date: Comp. Date: Status:

Name:

Address:

Location:

☒ Status ☐ Dispatch ☒ Note ☐ Marginal ☐ MLT ☒ Remark

Order:

Appointment: Released:

Missed Appt: Estimated Minutes:

Exchange: Exchange / Central Office:

Market Seg: Different Premises Address:

Inward Lines: Special Coord:

Service Type:

Features:

Dispatch Ticket:

Ticket #: Technician: Field Work:

Failed Test: Route: Manhole Order:

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General Order Information

The Provisioning Order Status window displays general order information at the top of the screen. This includes the following information:

Telephone Number	Telephone number or Billing Account Number (BAN) that matched the selection criteria
Order Number	Service order number that matched the selection criteria
Due Date	Due date of the service order
Comp Date	Completion date of the service order, if applicable
Status	Status of the service order, including the status code **
Name	Name of customer
Address	Address of customer from the listings section of the order
Location	Location of customer (i.e. Apt 1).

** Valid status codes are listed in the Service Order List Window – Pacific Bell/Nevada Bell Status section

Selection Tab Information

Details of each tab and the associated window are defined later in this document. Summaries of tab information follow:

- **Status Tab**

The Service Order Status tab displays basic status information (i.e., appointment information, service type, and features) for the service order that meets the selection criteria defined in the Service Order Selection window.

- **Dispatch tab**

The Service Order Dispatch tab displays dispatch information (i.e., dispatch ticket number, status date/time, technician code, and narrative) for the service order that meets the selection criteria defined in the Service Order Selection window.

- **Note Tab**

The Service Order Note tab displays notes entered by the dispatcher or technician (i.e., note date/time, narrative) for the service order that meets the selection criteria defined in the Service Order Selection window.

- Marginal Tab

The Service Order Marginal tab displays information (i.e., marginal telephone number, and action) for “NO Field Work” orders that meet the selection criteria defined in the Service Order Selection window. Marginal orders are orders that do not require work by a technician and should automatically flow to the Service Order Operational Support System (OSS) for completion but for some reason didn’t.

- Mechanized Loop Test (MLT) Tab

The Service Order Mechanized Loop Test (MLT) tab displays MLT test results information associated with marginal records for the service order that meets the selection criteria defined in the Service Order Selection window. A MLT will be completed automatically for all marginal orders.

- Remarks Tab

The Service Order Remarks tab displays remark information from the service order that meets the selection criteria defined in the Service Order Selection window. These are the comments entered on the actual service order by the person entering the order. These remarks usually provide additional contact.

Action Buttons

- Dispatch Ticket Status Button

The Dispatch Ticket Status button located at the bottom left of the screen will be highlighted and be select-able when the status of a service order is equal to the value “4 - Dispatch Pending”. When the Dispatch Ticket Status button is selected, the Dispatch Ticket Status window will be displayed. Details of this window and its function are covered later in this document.

- Refresh Button

When a POS window remains open for an extended period of time data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, simply click on the ‘Refresh’ push button.

- Close Button

Closes the current window and returns focus to the previous window.

Service Order Status – Pacific Bell/Nevada Bell

The Status tab is automatically presented and displays results consisting of additional order information.

Status Tab

Order Status - 8055553465 - N13431186

Telephone Number: (805) 555 - 3465 Order Number: N13431186 Due Date: 07/15/1998 Comp. Date: Status: 4 - Dispatch Pending

Name: (NO ML)(DOE JOHN)
Address: 123//MAIN ST
Location:

☒ Status Dispatch ☒ Note Marginal MLT ☒ Remark

Order:
Appointment: Released: 07/14/1998
Missed Appt: Estimated Minutes: 61
Exchange: BISHOP RANCH Exchange / Central Office: BKFCO
Market Seg: L - CLEC/Access Residenc Different Premises Address: N
Inward Lines: 0 Special Coord: N
Service Type: 1FRTS - Residence Service Flat Rate With Toll Restriction
Features:

Dispatch Ticket:
Ticket #: 0145405 Technician: 450 Field Work: Y
Failed Test: Route: 3106 Manhole Order: N

Dispatch Ticket Status... Refresh Close

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Status Tab Information

The Status tab contains status information about the service order and is automatically displayed after the system locates a match of the selection criteria entered on the Service Order Selection window. The status tab is divided into two parts. The top includes information related to the original service order and the bottom includes information related to the dispatch ticket.

- **Order Information:** The top section of the status tab includes the following information:

Appointment	Appointment information **
Missed Appt	Missed appointment information ***
Exchange	Central office exchange name (i.e. Bishop Ranch)
Market Seg	Market Segment (i.e. Residence, Business) ****
Inward Lines	Number of inward lines on service order. This indicates the number of lines being added to this location
Service Type	Type of Service (i.e. 1FR Residence Flat Rate Service) This shows the USOC codes from the service order. Contact the Pacific Bell Operational Support System (OSS) Help Desk with questions about these codes.
Features	Feature codes of service orders (i.e. CL1 = 900/976 Call Blocking). This shows some of the Field Identifier Codes (FIDs) and/or USOCs from the service order that are for Electronic Switching System (ESS) services and features. Contact the Pacific Bell Operational Support System (OSS) Help Desk with questions about these codes.*****
Released	Date order released for work (i.e., the date that this service order is available to be added to the work schedule)
Estimated Minutes	Estimated Number of minutes to complete this order
Exchange / Central office	EXCO, The abbreviated Exchange/Central Office code (i.e. BKFCO)
Different Premises Address	Y = YES, N = NO Indicates if the installation address is different from the listings address for at least one telephone number on this order.
Special Coordination	Y = YES, N = NO Indicates there are special coordination issues related to this order. Usually, YES means the order has either FID FDT (Frame Due Time) or TBCC (To Be Called, Cut) present on it.

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Provisioning Order Status User Guide - DRAFT

****** Valid Appointment values:

A	Morning
P	Afternoon
K	After 4:30 PM
D	Date Assigned
*	Special

******* Valid Missed Appointment Codes:

Code	Description	Explanation
CA	Assignment Not Made	Assignment not made
CB	RSC/BSC/Mktg	Residential Service Center/Business Service Center/Marketing
CE81	Lack of Equip/Supply	Lack of equipment or supplies
CE82	Spec1 Order – Equip	Special order, equipment
CE83	Equip Not Ordered	Equipment not Ordered
CF	No Loop Facility	No loop facility
CF61	P102/No Loop Facility	P102 / No loop facility available (P102 is a form used by Pacific Bell)
CF62	P788/Defect Facility	P788 / Defective facility (P788 is a form used by Pacific Bell)
CF63	Dig up/Cable Dig Up	Dig up/Cable dig up
CL71	Inst Load Imbal	Installer load imbalance
CL72	Weather Condition	Weather condition
CL73	Strike Against PB	Strike against Pacific Bell
CL74	Emgy Cond-Earthqks	Emergency condition due to earthquakes
CL79	SB101 Work Load	SB101 – Work load (SB101 refers to Senate Bill 101)
CO91	No Terminal Access	No terminal access
CO92	No Electrical Permit	No electrical permit
CO93	All Other	All other reasons
CO94	Joint Mktg Contractor	Joint marketing contractor
CO95	NA Civil Unrest	No access due to civil unrest
CO96	800 Svc Ctr/Nat DB	800 service center/National data base
CO97	Sys Fail – SORD/LFACS	System failure SORD or LFACS
CO98	Nfwk So Req Field Vst	No field work service order requires field visit
CO99	SB101 – Sys Fail	SB101 – System failure (SB101 refers to Senate Bill 101)
CS	No CO Fac/Equip	No central office facilities / equipment
EB	No Description Found	No Description Found
SA01	Contact Not On Prem	Contact not on premise
SA02	Agnt/Mgr Not On Prem	Agent / manager not on premise
SA03	Acc Denied to Term	Access denied to termination point
SA04	Mgr Refused Access	Manager refused access
SA05	Mgr Had No Key	Manager did not have key
SA06	Security Type Bldg	Can't access security type building
SA07	Can't Find Contact	Can't find contact
SA08	Dog/Other Hazard	Dog or other hazard prevents access
SA09	Called – No Answer	Requested call before arrival – no answer
SL31	Cust Chg DD-B4 Tech	Customer changed due date, before technician dispatched
SL32	Cust Chg DD-Pre Srvy	Customer changed due date, pre survey
SO41	Minor Only Access	Only minor's present, no adult to authorize access
SO42	Request Other Work	Request other work

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Provisioning Order Status User Guide - DRAFT

Code	Description	Explanation
SO43	Gave Wrong Address	Customer gave wrong address
SO45	Tel Locs Unknown	Telephone locations unknown
SO46	OK Req-Exposed Wire	OK required due to exposed wire
SO47	Ok Req-Drill Hole	OK required, need to drill a hole
SO48	Did Not Pay Deposit	Customer did not pay deposit
SO49	SB101 Cust Wrg Addr	SB101 - Customer gave wrong address (SB101 refers to Senate Bill 101)
SO50	CPE/Vendor Problem	Customer provided equipment / vendor provided equipment problem
SP	Cust Req Earlier DD	Customer requested earlier due date
SR20	Independent Company	Independent company
SR21	No Pole	No pole
SR22	No Conduit	No conduit
SR23	Conduit Plugged	Conduit plugged
SR24	INC – Full/Ref Cust	Intra-building network cable, full, refer customer
SR25	No Trench	No trench
SR26	Not Auth To Sign SLC	Not authorized to sign for charges
SR27	Cust DD Chg-From Tech	Customer changed due date, from technician
SR28	Bldg Not Ready	Building not ready
SR29	No Electrical Power	No electrical power
SR30	INC Full – Ref Maint	Intra-building network cable, full, refer maintenance

**** Valid Market Segment Codes are:

Code	Description	Explanation
D	ISDN Service	Integrated Services Digital Network (ISDN) Center Controlled Orders
K	CLEC/Access Business	Competitive Local Exchange Customer (CLEC) Business Class of Service
L	CLEC/Access Residenc	CLEC Residential Class of Service
S	Special Services	Public Sector

***** Common Features:

Code	Description
CL1	900/976 Call blocking
CNM	Caller ID
CNMBK	Caller ID blocking
ESC	Three Way Calling
ESM	Call Forwarding Variable
ESX	Call Waiting

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Provisioning Order Status

User Guide - DRAFT

- Dispatch Ticket Information: The bottom section of the Status tab includes the following information:

Ticket #	Dispatch Ticket Number
Failed Test	'Y' indicates failed MLT test with a Central Office type failure message
Technician	Installation technician's employee code
Route	Service order route code or allocation area
Field Work	Indicates if service order was categorized upon receipt to be handled without a dispatch, Y = YES, N = NO
Manhole Order	Indicates if manhole visit is required on dispatch Y = YES, N = NO

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Service Order Dispatch – Pacific Bell/Nevada Bell

When the Dispatch tab is selected, the Dispatch window displays results consisting of dispatch information.

Dispatch Tab

Order Status - 8055553465 - N13431186

Telephone Number: [805] 555 - 3465 Order Number: [N13431186] Due Date: [07/15/1998] Comp. Date: [07/15/1998] Status: [7 - Pending Auto Complete]

Name: [(NO ML)(DOE JOHN)]

Address: [123//MAIN ST]

Location: []

☒ Status ☒ Dispatch ☒ Note Marginal MLT ☒ Remark

Ticket Number: [0102643] Due Date: [07/15/1998] Technician: [750]

Status Date: [07/15/1998] Status Time: [09:06:00] Working Lines: [0]

Missed Appt: [] Inward Lines: [1]

Actual Time: [90]

Narrative:
[NO CH,NOCHGSDTT TG JMPRTIM GTE500PR CHG TAN]

[Dispatch Ticket Status...] [Refresh] [Close]

Note: The scroll bar shown to the right side of this screen indicates that there are additional narratives available for this ticket. Move the scroll bar down to view the other narratives.

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Dispatch Tab Information

The Dispatch Tab contains dispatch information about the service order. The dispatch information includes the following:

Ticket Number	Number of Ticket
Status Date	Date dispatch note was entered
Missed Appt	Reason appointment was missed, if applicable (Refer to the Status tab for more information about missed appointments)
Narrative	Information concerning the order entered by technician
Due Date	Dispatch due date
Status Time	Time dispatch note was entered
Technician	Installation Technician's employee code
Working Lines	Number of working lines at this location
Inward Lines	Number of new inward lines to be added to this location for this service order.
Actual Time	Time spent on order.

Service Order Note – Pacific Bell/Nevada Bell

When the Note tab is selected, the Note window displays results consisting of note information.

Note Tab

Note: The scroll bar shown to the right side of this screen indicates that there are additional narratives available for this ticket. Move the scroll bar down to view the other narratives.

The screenshot shows a window titled "Order Status - 8055553465 - N13431186". The window contains the following fields and controls:

- Telephone Number: (805) 555 - 3465
- Order Number: N13431186
- Due Date: 07/15/1998
- Comp. Date: (empty)
- Status: 4 - Dispatch Pending
- Name: (NO ML)(DOE JOHN)
- Address: 123/MAIN ST
- Location: (empty)
- Navigation tabs: ☒ Status, Dispatch, ☒ Note, Marginal, MLT, ☒ Remark
- Date: 07/14/1998
- Time: 13:14:00
- Completion Date: 07/14/1998
- Special Project: (empty)
- Narrative: lb/ ok to disp
- Buttons: Dispatch Ticket Status..., Refresh, Close

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Note Tab Information

The Note Window contains additional note information about the service order. The note information includes the following:

Date	Date this note entry was entered
Narrative	Notes from the dispatcher or the technician. Usually this field begins with the initials of the person entering the note. These notes are entered in a free form field and may be different on every ticket.
Time	Time the note entry was entered
Completion Date	Date this note entry was completed
Special Project	Project code if the service order is part of a special project

Service Order Marginal – Pacific Bell/Nevada Bell

When the Marginal tab is selected, the Marginal window displays results about ‘No Field Work’ orders that do not automatically flow to the Service Order OSS for completion. A service order designated as marginal indicates that the order was a ‘No Field Work’ order which failed an automated Mechanized Loop Test (MLT). Another MLT will be accomplished manually and this may result in a technician being dispatched.

Marginal Tab

The screenshot shows a software window titled "Order Status - 8055553465 - N13431186". It contains several input fields and a table. The "Status" field is set to "2 - Marginal Processing". The "Name" field is "[NO ML](DOE JANE)". The "Address" field is "123/MAIN ST". The "Location" field is empty. Below these fields is a row of tabs: "Status", "Dispatch", "Note", "Marginal", "MLT", and "Remark". The "Marginal" tab is selected and highlighted. Below the tabs are two more input fields: "Exchange" set to "BISHOP RANCH" and "Inward Lines" set to "3". Below these is a "Market Seg" field set to "L - CLEC/Access Residenc". At the bottom is a table with two columns: "Marginal Telephone Number" and "Action". The table contains three rows of data. At the very bottom of the window are three buttons: "Dispatch Ticket Status...", "Refresh", and "Close".

Marginal Telephone Number	Action
(805) 555 - 0846	Rtd by NFWK Sphndl tbl
(805) 555 - 8330	Rtd by NFWK Sphndl tbl
(805) 555 - 2886	Rtd by NFWK Sphndl tbl

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Marginal Tab Information

The Marginal Window contains additional marginal information about the service order.
The marginal information includes the following:

Exchange	Central office exchange name (i.e. Bishop Ranch)
Market Segment	Market Segment (i.e. Residence, Business)
Inward Lines	Number of inward lines on service order
Marginal Telephone Number	Telephone number on service order that requires marginal processing
Action	Comments regarding routing of this order to the marginal process. **

** Valid Action Results:

Blank Test Results	MLT Returned No Test Results
ISDN Order	ISDN Order, Manual Processing Required
MPOE order	Minimum Point of Entry Terminal, Rules enforced, No Field Work
Rtd by NFWK Sphndl tbl	Order Routed by No Field Work, with Special Handling
Rtd by PBOD NFWK Dcsn tbl	Routed by PBOD, No Field Work, Requires Manual Processing
Dummy - Order Status 99	Forced into Marginal Processing Manually by Technician or Dispatcher.

Service Order Mechanized Loop Test (MLT) – Pacific Bell/Nevada Bell

When The Service Order MLT tab is selected, the Service Order MLT window displays results consisting of MLT test information associated with Marginal Orders (No Field Work Orders). This test is automatically generated for **all** 'no field work' orders but the results will only be displayed here if the order is placed in a marginal status. MLTs may also be created for ISDN orders.

MLT Tab

Order Status - 8055553465 - N13431186

Telephone Number: (805) 555-3465 Order Number: N13431186 Due Date: 07/15/1998 Comp. Date: Status: 2 - Marginal Processing

Name: (NO ML)(DOE JANE)
Address: 123/MAIN ST
Location:

✓ Status Dispatch ✓ Note ✓ Marginal ✓ MLT ✓ Remark

MLT Test Results (associated with marginal records):

TN 805 555 3465 SW: ESS-1 OE: 003-205-007
REQ L# CMT CA CO:
TEMP(F) PR OVER OSP:
FULLX TERM: SINGLE PARTY
VER 11: CROSS TO WORKING PAIR: RING-SIDE
MODERATE BATTERY R-G -7 V
VERY LIGHT BATTERY T-G -1 V

CRAFT: DC SIGNATURE	MLT: DC SIGNATURE	AC SIGNATURE	PNGPS
KOHMS VOLTS	KOHMS VOLTS	KOHMS	YES T-R
3500 T-R	3500 T-R	5	
3500 -1 T-G	3500 0 T-G	773	T-G
457 -7 R-G	458 -38 R-G	1894	R-G

CENTRAL OFFICE
LINE CKT OK
DIAL TONE OK

017

Dispatch Ticket Status... Refresh Close

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MLT Tab Information

The MLT Window contains specific MLT test information about the service order. The MLT test information returned will vary depending upon the circuit or line being tested and the results of the test. The results may include the following:

- Signature information This includes the Craft (Cable) DC Signature, MLT DC (Central Office) Signature and the MLT AC (Customer Premise) information
- Voltage information
- Resistance information

For an explanation of how to read the MLT results contact Lucent Technologies at (800) 932-2273, ask for the software-manufacturing group, and request the following publication:

Lucent Technologies Mechanized Loop Testing MLT – 4 Results User Guide Document Number: G9I13.2
--

Note: *There may be a fee associated with this publication.*

Pacific Bell uses Version 4 of the MLT test.

Service Order Remarks – Pacific Bell/Nevada Bell

When the Remarks tab is selected, the remarks associated with the service order are displayed.

Remarks Tab

The screenshot shows a window titled "Order Status - 805553465 - N13431186". It contains several input fields for Telephone Number, Order Number, Due Date, Comp. Date, and Status. Below these are fields for Name, Address, and Location. A tabbed interface at the bottom shows the "Remarks" tab selected, displaying a text area with the following content: "RMK LCON JANE DOE 5553465", "126", "JOHN DOE DLLEWI", "AHN LSC", and "8001231234". At the bottom of the window are buttons for "Dispatch Ticket Status...", "Refresh", and "Close".

Telephone Number:	Order Number:	Due Date:	Comp. Date:	Status:
(805) 555 - 3465	N13431186	07/15/1998		4 - Dispatch Pending

Name: [NO ML](DOE JANE
Address: 1237MAIN ST
Location:

✓ Status Dispatch ✓ Note Marginal MLT ✓ Remark

Remarks:

RMK LCON JANE DOE 5553465
126
JOHN DOE DLLEWI
AHN LSC
8001231234

Dispatch Ticket Status... Refresh Close

Remarks Tab Information

The Remarks Window contains additional notes associated with the service order. These remarks are entered onto the actual service order as free form text. The service representative who initiates the service order enters these notes and they may be different for every order. This field usually includes the name and phone number for a local contact (LCON) (in this example; Jane Doe at 555-3465) and may include the name and phone number of the service representative who entered the service order (in this example; John Doe at (800) 123-1234). The dispatcher or technician may call these people with questions about this order. Other information that may be displayed on this window includes assignment information such as, Binding Post (BP), Cable Number (CA) and Terminal Address (TEA) information.

Dispatch Ticket Status – Pacific Bell/Nevada Bell

When the Dispatch Ticket Status action button is selected the Ticket Status window displays dispatch ticket information. General dispatch ticket status information is shown at the top of the window, detailed status information is shown in the center of the window and action buttons are at the bottom of the window.

Dispatch Ticket Status Window

Ticket Status: (805) 555-3465/0145405

Telephone Number: (805) 555 - 3465 DPA Seq Code: 0 Ticket #: 0145405

Name: (NO ML)(DOE JANE MC Unit Number: 15900002

Address: 123/MAIN ST Due Date: 07/15/1998

Due Time: 17:00:00

Status	Status By	Routed To	Ticket Date	Work Done
Dispatched Out	040	49301450	07/15/1998 09:43:00	DO
Delay Dispatch Out	040	49301450	07/15/1998 09:43:00	No Work Done
Bulk Dispatch Out	135	49301450	07/14/1998 23:14:00	No Work Done
Pndg Disp Service Order	999	00000105	07/14/1998 15:32:00	No Work Done

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General Dispatch Ticket Status Information

The Dispatch Ticket Status window displays general ticket information at the top of the screen. This includes the following information:

Telephone Number	Telephone number that matched the selection criteria
Name	Name of customer
Address	Address of customer
DPA Seq Code	The Different Premises Address sequence code. Identifies which telephone number is at a different address than the listings address.
Ticket #	Installation ticket number
MC Unit Number	Responsible Maintenance Center associated with the order
Due Date	Due date of this installation ticket number
Due Time	Time this installation ticket number is due to be completed

Detailed Ticket Status Information

Detailed Ticket Status information located in the center of the window includes the following:

Status	Intermediate status of the trouble as obtained from the back end Operational Support System
Status By	Technician code that identifies person who entered status
Routed To	Routing information that indicates to which unit and technician the trouble was routed
Ticket Date	Date and Time the status was entered
Work Done	Identifies the work performed **

**** Valid Work Done Codes:**

Code	Description
CRI	Cleared In
CRO	Cleared Out
DI	Dispatched In
DO	Dispatched Out
NWP	No Work Performed
SCR	Screen
STO	Stop Clock
STA	Start Clock
TST	Tested

Action Buttons

Bulk Work Load Button

The Bulk Work Load button located at the left bottom of the screen will be high-lighted and be select-able when the ticket is bulk work dispatched and assigned to a technician. When the Bulk Work Load button is selected, the Bulk Work Load window will be displayed. Details of this window and its function are covered in Section XVIII.

Refresh Button

When a POS window remains open for an extended period of time data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, simply click on the 'Refresh' push button.

Close Button

Closes the current window and returns focus to the previous window.

Bulk Work Load – Pacific Bell/Nevada Bell

When the Bulk Work Load button on the Dispatch Ticket Status window is selected, the Bulk Work Load window displays results consisting of work load information for an order that is field work and has been assigned to a technician's work load. The term bulk work load means that the technician has been assigned multiple tasks for the day. This list shows the items the technician is scheduled to accomplish on this day.

Bulk Work Load Window

Bulk Work Load: 15900002/450

Daily workload for MC: Group: Technician:

*	Task Ticket #	Order Number	Due Date	Acc	Est. Job Length (min)	Address
*	0145405	N13431186	07/15/1998		61	123/MAIN ST
			07/15/1998		66	

* - denotes that technician is currently working on this ticket

General Bulk Work Load Information

The Bulk Work Load window displays general ticket information at the top of the screen. These tickets should be listed in the order in which the technician is planning to work. Note: The technician may choose to work the tickets in a different order. This window includes the following information:

Daily Workload for MC	Corresponds to the responsible Maintenance Center associated with the order
Group	Identifies the supervisor's code
Technician	The technician's number

Bulk Work Load Information

The Bulk Work Load Window contains additional Bulk Work Load information about the ticket status. The Bulk Work Load information includes the following:

“*”	An * in the first column indicates that the technician is currently working on this ticket. This indicator will only be present if they technician is using the Technician Access Network (TAN).
F	A “F” in the first column indicates that this is the first ticket
P	A “P” in the first column indicates that this ticket was pre-assigned
Task Ticket #	Contains the task ticket number associated with the order
Order Number	Identifies the Service Order number associated with the work item
Due Date	Due date of the order
Acc	Identifies the single character appointment code
Est Job Length (min)	Contains the estimated time in minutes to complete the order.
Address	Address of customer

Note: Task Ticket Number, Order Number and Address will be blanked out on all records that do not pertain to the current ticket.

Service Order Selection – Southwestern Bell

To initiate a service order search, click on the Select Orders button on the POS application toolbar. *(The Service Order Selection option can also be selected from the File menu.)* The Service Order Selection window will be displayed as pictured below.

Service Order Selection Window - Southwestern Bell

Service Order Selection

Southwestern Bell | Pacific Bell/Nevada Bell

Regions to Search:

<input checked="" type="checkbox"/> Arkansas (IMSARK)	<input checked="" type="checkbox"/> Dallas (IMSDAL)
<input checked="" type="checkbox"/> Kansas (IMSKAN)	<input checked="" type="checkbox"/> Houston (IMSHOU)
<input checked="" type="checkbox"/> Missouri (IMSSTL)	<input checked="" type="checkbox"/> San Antonio (IMSSAN)
<input checked="" type="checkbox"/> Oklahoma (IMSOKL)	

Select All Clear All

Search By:

☒ Service Order Number:

☐ Telephone Number: -

☐ Purchase Order Number:

☐ Circuit ID:

☐ Master Customer Number (MCN):

Service Order Search... Refresh Close

☒ Simulated Data Mode

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Regions to Search

Service Orders are stored in the SWBT back end systems in one of seven regions. Select the appropriate region (i.e., Oklahoma or Missouri), to process your search. If you are not sure of the appropriate region you may select all regions, however, this will increase the response time for the request. If a CLEC customer does not have an approved contract in every state the non-contracted states will be 'grayed out' and can not be selected.

Service Order Selection Entry

To select a service order, you must first define the search criteria by entering the appropriate information in Service Order Number, Telephone Number (TN), Purchase Order Number (PON), Circuit ID or Master Customer Number (MCN) field. After entering data in one of these fields click on the Service Order Search button to begin the search.

Service Order Number	Enter the specific number associated with the service order for which you wish to retrieve information. The order number consists of a letter followed by eight numbers.
Telephone Number	Enter a telephone number consisting of 10 digits. A Billing Account Number (BAN) may also be entered in this field.
Purchase Order Number (PON)	Enter a PON.
Circuit ID	Enter a Circuit ID.
MCN (Master Customer Number)	MCN values associated with the User ID (<i>based on company</i>) are shown in the scrolling list box. If none of the available MCN values match the MCN on the service order a reject message will be displayed. To process an inquiry by MCN, select one MCN from the available list.

Simulated Data Mode

Three simulated data test cases have been developed to use when training POS users. These test cases will make it possible to train new users on all POS functions and screens without knowledge of live account information. These test cases are meant to show the basic functionality of POS and will not include examples of all possible status codes or account types that can be viewed in live mode.

To access the test cases, sign on to the Toolbar and Provisioning Order Status, as usual, and select the simulated data mode check box. Enter a telephone number (from below). Although in live mode an OCN from the list available for each user must match the OCN on the account, this edit was relaxed for these test cases in order to make it easier to train on POS. The account returned will appear with sample data using the same screens and fields as if the user had requested a live account.

Selecting the simulated data mode check box will allow access to a special file that will be resident on each PC. Clicking on the check box a second time will deselect simulated data mode and will cause all further requests to be sent to the live application.

POS Test Cases

Status	Service Order Number	Telephone Number	Notes
Completed	N11111DL	(111) 111-1111	Completed residence order with Dispatch/Notes and an appointment
Pending Auto Complete	F1111112	(111) 111-1112	Pending auto completion residence order with Dispatch/Note and an appointment
Completed	N111113DL	(111) 111-1111	Completed residence order with Dispatch/Notes and Bulk Work Load

Refreshing Window Information

To refresh (*clear*) information in this window, so that new selection criteria may be entered, simply click on the 'Refresh' push button.

Closing the Window

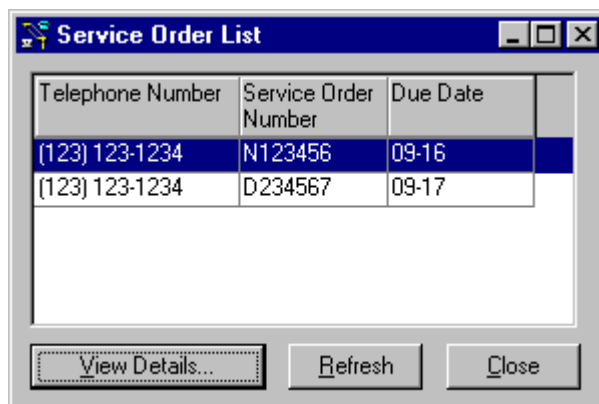
To close the application and return focus to an active application or the Windows desktop, click on the 'Close' push button.

Service Order List - Southwestern Bell


The Service Order List window will be displayed with the service orders that match the selection criteria defined on the Service Order Selection window.


Both pending and completed orders may be displayed in the same list. Completed service orders are available for up to 10 days after completion for no field work orders and up to 30 days for field work orders.

The Service Order List window is made up of several columns of information and three buttons, as shown below.



Resizing and Sorting by Columns

Positioning the cursor over the divider lines that separate the columns may change the individual column size. The resize cursor,  will be displayed. Hold down the mouse button and drag the line until the desired column width is achieved.

The default sort for the Service Order list is by Telephone Number. The entire Service Order List can be resorted by any column heading. To change the sort, move the mouse over a column heading until the **** cursor is displayed. Click the mouse to sort by that column. Click the mouse a second time to toggle between ascending and descending sort order.

Telephone Number

Shows the telephone number for this order.

Service Order Number

Shows the Service Order Number for this order.

Due Date

Shows the due date for this order. If the order is completed this date will be blank.

View Details Button

Select this button to display the details for the highlighted order. You may also display the details by double clicking on the Service Order Number.

Refresh Button

When a Provisioning Order Status window remains open for an extended period of time the order data can become outdated. To refresh (update) the information for this window, so that it reflects any new activity, click on the Refresh button.

Close Button

Clicking on this button closes the Service Order List window and makes the Service Order Selection window active.

Service Order Information - Southwestern Bell

When a service order meets criteria defined by a service order selection search, the Provisioning Order Status window displays results consisting of general order information at the top, selection tabs to view different order information in the center of the window and dispatch ticket information at the bottom of window.

Order Status Window

The screenshot shows a window titled "Order Status" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains several input fields and tabs:

- At the top, five input fields are labeled: "TN / Ckt ID:", "Job ID:", "Due Date:", "Comp. Date:", and "Status:". Each has a corresponding empty text box below it.
- Below these are three more input fields labeled "Name:", "Address:", and "Location:", each with an empty text box.
- There are two tabs: "Status" (which is selected) and "Dispatch/Notes".
- Under the "Status" tab, there is a section labeled "Order:" containing:
 - "Appointment:" and "Missed Appt:" labels, each followed by an empty text box.
 - "Released:" label followed by an empty text box.
 - "Estimated Minutes:" label followed by an empty text box.
 - "Central Office:" label followed by an empty text box.
 - "Service Type:" label followed by a large empty text box.
- Below the "Order" section is a section labeled "Dispatch Ticket:" containing:
 - "Ticket #:" label followed by an empty text box.
 - "Technician:" label followed by an empty text box.
 - "Field Work:" label followed by a checkbox.
 - "Route:" label followed by an empty text box.
- At the bottom of the window are three buttons: "Bulk Work Load...", "Refresh", and "Close".

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General Order Information

The Provisioning Order Status window displays general order information at the top of the screen. This includes the following information:

TN/Ckt ID	Telephone number or Circuit ID that matched the selection criteria
Job ID	Job ID (a.k.a. service order number) that matched the selection criteria
Due Date	Due date of the service order
Comp Date	Completion date of the service order, if applicable
Status	Status of the service order, including the status code **
Name	Name of customer
Address	Address of customer from the listings section of the order
Location	Location of customer (i.e. Apt 1).

** Valid status codes are:

Code	Explanation
CAN	Canceled – The job has been canceled in WFA/DO
CMP	Complete – The job has been completed in WFA/DO
DSP	Dispatched – The job has been dispatched in WFA/DO
JEP	Jeopardy – The job is removed from the dispatch pool and is placed in a jeopardy status
PAC	Pending Auto Complete – The job is a no field work order and is awaiting auto completion
PFA	Pending Facility Assignment – The job is waiting the issue of the NET 2 Pass
PLD	Pending Load – The job has passed through job logging and is in the dispatch work pool
PRE	Pre-assign – The job is pre-assigned to a technician but not dispatched
PSC	Pending Screen – The job failed the job logging process and is awaiting human attention
PWD	Pending Word – The job is waiting issue of a word document which identifies additional needed equipment (Used for 8DB UNE Loop orders only).

Selection Tab Information

Details of each tab and the associated window are defined later in this document. Summaries of tab information follow:

- Status Tab

The Service Order Status tab displays basic status information (i.e., appointment information, service type, and dispatch ticket) for the service order that meets the selection criteria defined in the Service Order Selection window.

- Dispatch/Notes tab

The Service Order Dispatch/Notes tab displays dispatch information (i.e., status date/time, technician code, and narrative) for the service order that meets the selection criteria defined in the Service Order Selection window. Service order notes are also included.

Action Buttons

- Bulk Work Load Button

When the Bulk Work Load button on the Dispatch/Notes window is selected, the Bulk Work Load window displays results consisting of work load information for an order that is field work and has been assigned to a technician's work load. The term bulk work load means that the technician has been assigned multiple tasks for the day. This list shows the jobs the technician is scheduled to accomplish on this day.

- Refresh Button

When a POS window remains open for an extended period of time data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, simply click on the 'Refresh' push button.

- Close Button

Closes the current window and returns focus to the previous window.

Service Order Status - Southwestern Bell

The Status tab is automatically presented and displays results consisting of additional order information.

Status Tab

The screenshot shows a window titled "Order Status" with a blue title bar. The window contains several input fields and buttons. At the top, there are five fields: "TN / Ckt ID:" with value "[123] 123-1234", "Job ID:" with value "T123456AR", "Due Date:" with value "09/16/1999", "Comp. Date:" with value "09/16/1999", and "Status:" with value "DSP - Dispatched". Below these are three fields: "Name:" with value "NON-PUBCOX, LORI", "Address:" with value "141 N MAIN DR", and "Location:" with value "APT 1". There are two tabs: "Status" (selected) and "Dispatch/Notes". Under the "Status" tab, there is a section for "Order:" containing "Appointment:" with value "A 0630A B 1159P", "Missed Appt:" with value "SA - No Access To Premise", "Estimated Minutes:" with value "000:25", "Central Office:" with value "123123", and "Service Type:" with value "1FW". Below this is a "Dispatch Ticket:" section containing "Ticket #:" with value "T123456AR", "Technician:" with value "595", "Field Work:" with value "Y", "Center:" with value "LTRKARMCND5", and "Route:" with value "2066". At the bottom of the window are three buttons: "Bulk Work Load...", "Refresh", and "Close".

TN / Ckt ID:	Job ID:	Due Date:	Comp. Date:	Status:
[123] 123-1234	T123456AR	09/16/1999	09/16/1999	DSP - Dispatched

Name:	NON-PUBCOX, LORI
Address:	141 N MAIN DR
Location:	APT 1

Order:

Appointment:	A 0630A B 1159P		
Missed Appt:	SA - No Access To Premise	Estimated Minutes:	000:25
		Central Office:	123123
Service Type:	1FW		

Dispatch Ticket:

Ticket #:	T123456AR	Technician:	595	Field Work:	Y
Center:	LTRKARMCND5	Route:	2066		

Bulk Work Load... Refresh Close

Status Tab Information

The Status tab contains status information about the service order and is automatically displayed after the system locates a match of the selection criteria entered on the Service Order List window. The status tab is divided into two parts. The top includes information related to the original service order and the bottom includes information related to the dispatch ticket.

- Order Information: The top section of the status tab includes the following information:

Appointment	Appointment information **
Missed Appt	Missed appointment information ***
Service Type	Type of Service (i.e. 1FR Residence Flat Rate Service) This shows the USOC codes from the service order. Contact the Local Service Center with questions about these codes.
Estimated Minutes	Estimated Number of minutes to complete this order
Central office	The Exchange/Central Office code for this service order

** Valid Appointment values:

Code	Explanation
A #####a	After the time shown
B #####a	Before the time shown

Provisioning Order Status User Guide - DRAFT

*** Valid Missed Appointment Codes: Note – These codes consist of two or three digits.

Only the first two digits are standard across all maintenance centers so only the first two are explained in this document.

Code	Description	Explanation
CA	Company Assignment	Lack of accurate assignment information and/or personnel to complete/perform the assignment
CB	RSC/BSC Service Center	Residential Service Center/Business Service Center caused the Missed Appointment
CE	Company Equipment	Lack of equipment
CF	Company Facilities	Unavailability or lack of outside plant or buried service wires
CL	Company Load	Heavy work load conditions and field force shortages
CO	Company Other	No fault to the customer, due to all reasons other than those listed
CS	Company Switching	Lack of central office facilities and/or personnel to complete the work
CU	Uncontrollable Circumstances	Used only in case of hurricanes, tornadoes or other acts of God
SA	No access to premise	Contact not on premise
SL	Customer requests later due date	Customer changed due date
SO	All other customer reasons	Appointments not met due to the customer for all reasons other than those listed
SR	Customer not ready	Customer not ready

- Dispatch Ticket Information: The bottom section of the Status tab includes the following information:

Ticket #	Dispatch Ticket Number – Same as the Job ID
Center	Indicates the work center from which the technician was dispatched
Technician	Installation technician's employee code
Route	Service Order Route code or Allocation Area
Field Work	Indicates if service order was categorized upon receipt to be handled without a dispatch, Y = YES, N = NO

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Service Order Dispatch/Notes - Southwestern Bell

When the Dispatch/Notes tab is selected, the Dispatch/Notes window displays results consisting of dispatch and note information.

Dispatch/Notes Tab

Order Status

TN / Ckt ID: [123] 123-1234 Job ID: N123456AR Due Date: 09/16/1999 Comp. Date: 09/16/1999 Status: DSP - Dispatched

Name: NON-PUBCOX, LORI

Address: 141 N MAIN DR

Location: APT 1

☒ Status ☒ Dispatch/Notes

STATUS HISTORY (MOST RECENT FIRST) LINE 000001				
LOGGED	LOG	LOGGED	LOG ACTIVITY	TECH SUPV
DATE	TIME	EVT BY	NARRATIVE	EC GRP
092199	0352P	IIN	SOP-RESP 092100 0350A 1 FROM SOP-RESP(0)	902 760
			W000 ORDER HAS BEEN COMPLETED	
092199	0352P	IOT ULTRAAPP	AUTOC 0	902 760
			AUTOCOMplete MESSAGE SENT TO SOP	
092199	0352P	CKL ULTRAAPP	0921 0350P JOB STAT CHNG TO CMP	902 760
			SCREEN = Docomp	
092199	1255P	CKL ULTRAAPP	JOB STAT CHNG TO DSP	902 760
			SCREEN = DODISP	
092099	0556P	CKL STLMO282	JOB STAT CHNG TO PRE	902 760
			DOLOAD PERM COMMAND	

Bulk Work Load... Refresh Close

Note: If a scroll bar is shown to the right side of this screen it indicates that there are additional narratives available for this ticket. Move the scroll bar down to view the other narratives.

Dispatch/Notes Tab Information

The Dispatch/Notes Tab contains dispatch information about the service order. The dispatch information includes the following:

Logged Date	Date dispatch note was entered, formatted as MMDDYY (where mm equals months 01 – 12, dd equals day 01 – 31 and yy equals year 00 – 99)
Time	Time dispatch note was entered, formatted as HHMMMA or HHMMP (where HH equals hours 01 - 12, MM equals minutes 00 – 59, A equals a.m. and P equals p.m.)
Log Evt	Shows a classification of the type of log event *
Logged By	Shows the source of the entry **
Log Activity Narrative	Displays a narrative of up to three lines which describe the event.
Tech EC	Shows the Installation Technician's employee code
Supv Grp	Shows the supervisory group code for the technicians group

* Valid Log Events:

Code	Explanation
AGP	Automatic Grouping Event
CKL	The event is at a circuit (CKL) level
FGP	Failed grouping event
GRP	Group event
IER	Interface Activity – an error was encountered either sending or receiving interface messages
IIN	Interface Activity
IOT	Interface activity – A message was sent to another backend system by WFA-DO
ITM	Item level event
RMK	Remarks that were either manually added to the log by a user or automatically added by the system
TST	Mechanized Loop Test (MLT) testing event

** Logged By Codes:

Code	Explanation
BULKJBL	Bulk job log of work request
BULKMVE	Bulk Move of the work request between centers
CDOC – INT	Interface message from the TIRKS backend system
DO - ADSP	Work request was automatically dispatched
DOJBCMP	Automatic completion of No Field Work Orders
IDEAS1ST	FIRST backend application processing
MWD	Missing Word CRON
NCCG – AGR	Non common cause grouping event
SO- INPUT	Service Order Input
SR – INPUT	Status Report
SOP – RESP	Response from SORD
ULTRA – APP	Login by the technician
All Other Codes	Represent manually entered codes that are not standard

Action Buttons

Bulk Work Load...

When Bulk Work Load information is available for the Dispatch ticket this button will be available. If the Bulk Work Load button is grayed out bulk work load information is not available. To display the information, simply click on the ‘Bulk Work Load...’ button.

Refreshing Window Information

When a POS window remains open for an extended period of time data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, simply click on the ‘Refresh’ push button.

Closing the Window

To close the window and return focus to the previous window, click on the ‘Close’ push button.

Bulk Work Load - Southwestern Bell

When the Bulk Work Load button on the Dispatch/Notes Ticket Status window is selected, the Bulk Work Load window displays results consisting of work load information for an order that is field work and has been assigned to a technician's work load. The term bulk work load means that the technician has been assigned multiple tasks for the day. This list shows the items the technician is scheduled to accomplish on this day.

Bulk Work Load Window

The screenshot shows a window titled "Bulk Work Load". At the top, there are three input fields: "Daily workload for MC:" with the value "955", "Group:" with the value "A", and "Technician:" with the value "595". Below these fields is a table with the following columns: Job ID, Status, Est. Job Length, Travel Time, Actual Length, Due Date/Time, Access After, Access Before, and Estimated Start. The table contains three rows of data, with the first and second rows marked with an asterisk in the first column. Below the table, there is a note: "* - denotes that technician is currently working on this ticket". At the bottom of the window are two buttons: "Refresh" and "Close".

*	Job ID	Status	Est. Job Length	Travel Time	Actual Length	Due Date/Time	Access After	Access Before	Estimated Start
*	N123456AR	CMP	002:10	0:15	002:20	1200P	0800A	1200P	0755A
*	N234567AR	DSP	001:25	0:03		0600P	1200P	0700P	1023A
	T123456AR	DSP	000:45	0:08		091799	0800A	0700P	0800A

* - denotes that technician is currently working on this ticket

Refresh Close

General Bulk Work Load Information

The Bulk Work Load window displays general ticket information at the top of the screen. These tickets should be listed in the order in which the technician is planning to work. This window includes the following information:

Daily Workload for MC	Corresponds to the responsible Maintenance Center associated with the order
Group	Identifies the supervisor's code
Technician	The technician's number

Bulk Work Load Information

The Bulk Work Load Window contains additional Bulk Work Load information about the ticket status. The Bulk Work Load information includes the following:

["*"]	An * in the first column indicates that the technician is currently working on this ticket. This indicator will only be present if they technician is using the Universal Technician Remote Access (ULTRA) system.
Job ID	Job ID (a.k.a. service order number) that matched the selection criteria
Status	Should display status DSP - Dispatch
Est. Job Length	Estimated number of minutes to complete this order.
Travel Time	Estimated time required to travel to the job site
Actual Length	Identifies the actual amount of time taken for the job
Due Date/Time	Will show the Due Time of the order is due today or the Due Date of the order if it is not due today
Access After	Shows that an appointment is 'after' the time shown
Access Before	Shows that an appointment is 'before' the time shown
Estimated	Shows the estimated start time for the job

Refreshing Window Information

When a POS window remains open for an extended period of time data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, simply click on the 'Refresh' push button.

Closing the Window

To close the window and return focus to the previous window, click on the 'Close' push button.

On-line Help – Pacific Bell/Nevada Bell/Southwestern Bell

POS on-line help features explanations of all application functions and terminology. Underlined acronyms, words or phrases, within the help file, have additional descriptions available. Use standard Windows techniques to navigate POS on-line help.